**PATIENT PARTICIPATION GROUP MEETING**

**DATE: Monday 3 June 2019 18.45 - 20.00 hours**

**PLACE: Oakwood Surgery – Meeting Room Left**

**Present:**

Sheila Ormerod (SO) (Chair)

John Marsh (JM)

Pam Stewart (PAS)

Norman Windsor (NW)

Lesley Watkins (LW)

Alan Nash (AN)

Derek Smith (DS)

Gill Auker (GA)

Marilyn Bingham (MB)

John Mason (JM\*)

Zoe Melvin (ZM)

Carla Tucker Practice Quality Supervisor (CT)

Dr Sanders

**Agenda item 1** Introductions

SO introduced John Mason and Zoe Melvin who are new members of the PPG and also ambassadors for Public Health Collaboration (PHC)

Dr Sanders was also welcomed and, as this was the last meeting before she takes maternity leave in August, the Chair and members of the PPG offered their very best wishes to her and looked forward to her return in March 2020

Dr Sanders informed members that during her leave the coil and implants service for which she is responsible will now continue to be offered at the surgery.

**SO invited JM\* and ZM to give a presentation of their role as ambassadors for the PHC**

Both JM\* and ZM have been involved in the PHC for 2 years and fully support the aim of the PHC to improve and implementing healthy eating habits of the population given the increase of obesity related illnesses. They explained the benefits of “real food” as opposed to fast/ready-made food and its importance in prevention of obesity related illnesses, as well as improving health and fitness. The advisory board of the PHC consists of a Dietitian, a Cardiologist, a Psychiatrist, a Clinical Psychologist and several GPs. The mantra is: ‘’Eat real food. Avoid fake food. Be active every day.’’ The PHC hopes to see improvements in metabolic results, weight and glycaemic control, including substantial savings for the NHS. JM\* and ZM are keen to spread the message as widely as possible.

AN asked if schools could be involved in this regime. JM\* agreed that this is an option to be explored.

CT wondered if this initiative works better than the ‘’Eat Well Plate’’ currently still promoted by the NHS. JM\*’s answer was yes.

LW offered an option to promote PHC at the CCG annual meeting on 3 July. JM\* was keen to take up this offer.

JM commented that Public Health appears to have gone from Local Authorities. LW said that the role is now undertaken by a Health and Wellbeing officer post.

SO thanked JM\* and ZM for their presentation.

**Agenda item 2**  Apologies

Andrew Hughes (AH) (Vice–chair)

Peter Burrows (PB)

Jayne Bouch (JB)

**Agenda Item 3** To consider and agree the minutes of the previous meeting (01.04.2019).

These were agreed to be a true record. Proposed LW seconded DS

**Agenda Item 4.** Matters arising.

SO asked that the members support her, in extending sincere thanks to Carla for her support and help in carrying out the recent questionnaire. This was unanimously agreed.

SO also mentioned that the agreed item on Dementia was not printed in the Warbler as minuted, since there had not been time to prepare it. SO had agreed this due to the tight time scale.

SO also asked if Dr Lucassen had been able to discuss PB’s suggestion of presenting Awareness evenings for patients with COPD at the surgery (agenda item 12 April meeting) CT to chase up.

**Action CT**

**Agenda Item 5.** Extended hours - GP access

CT informed the PPG that Sunday and Bank Holidays access to appointments is available at Abbey Medical Group and Sherwood Medical Partnership. These are provided on alternate weekends either at Blidworth Surgery or Crown Medical Centre.

Appointments are available for GP and nursing care between 08.00 and 10.00 and must be booked through patient’s own surgery and are pre-bookable only.

**Agenda Item 6**. Online services

CT said SystmOnline services (access to medical records, booking appointments and managing prescriptions) are available for iPads and iPhones and android devices. The app can be downloaded for free from the Apple Store. Access to SystmOnline is only available in the UK.

Mjog messenger for smart phones has also been improved to provide appointment reminders with direct access to cancel the appointment if it is no longer required.

Notifications and reminders are included in the service along with smarter healthcare communications. CT circulated copies of a leaflet setting out the services and appointments available.

The NHS App is now also available.

Dr Sanders commented that the Mjog changes might lead to fewer reminders being sent.

Amongst the benefits are easy-to-cancel appointments, access to blood test results messages. Notifications for a number of patients in a family, to the one app.

CT stressed that patients should be encouraged to nominate their chosen pharmacy for electronic prescriptions. This would benefit patients by going straight to their pharmacy, without having to collect a paper script form the surgery first. The surgery would also benefit by freeing up time for other tasks.

**Agenda Item 7** Access options: obtaining appointments.

CT informed the members that a complaint had been received via the CCG with regard to patients queueing outside the surgery for appointments, before 8h30 in the mornings. CT did not have the details of the complaint but asked for ideas which might reduce this problem. After much discussion on the topic it was agreed that some patients would always exercise their choice to queue despite all the options available to book.

CT commented that with up to a 1000 calls a day to the surgery it was difficult to give everyone immediate telephonic access to appointments.

LW said that there were plans to do some IT workshop information on this subject, encouraging patients by providing skills and therefore confidence, to use electronic means of access.

CT said that to allow patients into the surgery (before opening at 08h30) to queue, could raise some safety issues as fewer staff would be in at the time.

**Agenda Item 8** Patient Questionnaire Data.

SO thanked members who had participated in completing the 133 questionnaires. It was however disappointing that the target of 200 had not been reached.

CT reported the results which by and large were encouraging and indicated that service improvements over the past year have been successful and noted by patients.

PPG memebers who spoke to the patients found them helpful and without exception they said that the care that patients received was excellent.

**Agenda Item 9**. FFT & DNA results:-

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **DNAs** |  |  |  |  |  |  |  |
| **Month** | **Number** | **3 Month total** |  | **Month** | **Number** | **3 Month total** |  |
| **Mar-19** | 164 | 164 |  | **Mar-18** | 216 | 216 |  |
| **Apr-19** | 152 | 316 |  | **Apr-18** | 167 | 383 |  |
| **May-19** | 163 | 479 |  | **May-18** | 229 | 612 |  |
|  | Down by | 133 | Excellent! |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **F&FT** | **Extremely Likely** | **Likely** | **Neither nor** | **Unlikely** | **Extremely Unlikely** | **Don't Know** | **Total No. Responses** |
| **Mar - May 19** | 505 | 168 | 20 | 23 | 26 | 8 | 750 |

**Agenda Item 10.** Woodhouse Warbler items.

It was agreed that an item featuring the PHC presentation could be used together with the recent DNA and FFT figures.  **Action SO/CT**

**Agenda Item 11.** Items from PPG members

LW informed members of a proposed CCG consultation document which is to be considered.

**Agenda Item 12** Date and time of next meeting

**The next meeting will be held on Monday 5th August 2019 at 13.00 - 14.15 hours**

At the meeting held on the\_\_\_\_\_\_\_\_\_\_, the above minutes were agreed as true record.