**PATIENT PARTICIPATION GROUP MEETING**

**DATE: Monday 5 August 2019 13.00 to 14.30 hours**

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

**Present:**

Sheila Ormerod (SO) (Chair)

John Marsh (JM)

Pam Stewart (PAS)

Norman Windsor (NW)

Gill Auker (GA)

Marilyn Bingham (MB)

John Mason (JM\*)

Zoe Melvin (ZM)

Peter Sutcliffe (PS)

Dr Fenojo

Ros Reavill Practice Manager (RR)

**Agenda Item 1. Introductions**

Dr Fenojo was welcomed to the meeting. JM\* and ZM were also reintroduced to members not present at the last meeting.

**Agenda item 2. Apologies for absence:**

Carla Tucker Practice Quality Supervisor (CT)

Andrew Hughes Vice Chair (AH)

Alan Nash (AN)

Derek Smith (DS)

Lesley Watkins (LW)

Peter Burrows (PB)

H Hallam (HH)

**Agenda item 3. Consider and agree minutes of last meeting.**

These were agreed to be a true record. Proposed GA ; seconded NW.

**Agenda Item 4. Matters arising**

RR informed members that the proposed COPD meeting date, Sept 25th, would clash with training at the practice, an alternative date has been requested.

**Agenda item 5. DNA and FFT results.**

RR informed the PPG that not all FFT data for July was not available, even so responses were much higher than in the past (637) with 90% positive. PPG members welcomed this information.

DNAs were down by 95 but the overall numbers were still quite high despite MJog and other options to cancel.

DNAs

|  |  |  |
| --- | --- | --- |
| Month | Number | 3 month total |
| May 19 | 163 | 163 |
| June19 | 180 | 343 |
| July 19 | 197 | 540 |

|  |  |  |  |
| --- | --- | --- | --- |
| Month | Number | Total |  |
| May18 | 229 | 229 |  |
| May 18 | 201 | 430 |  |
| July 18 | 205 | 635 |  |

FFT

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| FFT | Extremely likely | Likely | Neither nor | Unlikely | Extremely unlikely | Don’t know | Total responses |
| May-June 19 | 637 | 209 | 29 | 25 | 33 | 12 | 945 |

**Agenda Item 6. New Staff**

RR reported a new nurse Jane Streets (part time) has been recruited to replace two (also part time) who have left the practice. One to go to another surgery and one who has retired.

Dr Sanders has now started her maternity leave (post meeting note little girl born on 08/08/19) and her post will be covered by Dr Nan Tse. Dr Nialah Narra has also been recruited for cover until February 2020.

Two new registrars Dr Moffitt (full time) and Dr Allwood (part time) will be joining the practice this week for their rotation and Dr Osa (third year registrar) will be staying with the practice until the end of the year.

**Agenda Item 7. Feedback from CCG AGM 3 July 2019**

SO reported back to the members. She and GA attended the meeting. JM\* and ZM also went with a display on behalf of the PHC. This proved helpful and useful contacts were made with regard to the Low Carbohydrate diet they promote.

SO gave details of the various issues considered at the AGM which included subjects such as provision of a Sciatic nerve pain service, working with Police Commissioner on child abuse issues and the need to improve communications between providers.

**Agenda Item 8. Results from queue walking.**

As a result of a complaint via the CCG, CT undertook to queue-walk one week, each morning to determine what the objectives were of those queueing.

Not everyone in the queue was there to make an appointment or for that day. Some were there to collect information. Others already had booked early appointments and were queueing to enter the surgery for these appointments. Some were there to see the Heath Centre Staff. Some patients had someone with them for support (making the queue appear longer).

When asked why they queue some said it was easier than phoning as it is difficult to get through. Many said that it was their preferred method of making an appointment, as it was quicker and easier for them. Others said that didn’t mind the queueing as it gave them time to chat which they enjoyed.

CT explained the electronic prescription service to those who did not understand it. Most of the patients were very pleasant and happy to discuss things.

RR commented that the exercise had proved very beneficial to the surgery to obtain evidence to address the concern raised via the CCG.

SO and PPG members expressed their thanks to CT for this initiative and felt no further action needed

**Agenda Item 9. Review results letters.**

Dr Fenojo explained that some patients, upon receiving a letter from the surgery asking for repeat tests etc., became quite anxious as to the gravity of the situation. Dr Fenojo asked if the PPG might help in reviewing these letters to see if alternative wording of these requests might help allay such concerns.

It was agreed that a working group meet to consider the letters with CT in September. SO asked for volunteers and the following offered to help:

John Marsh

Sheila Ormerod

John Mason

Zoe Melvin

A date and time to be arranged.  **Action SO/CT**

**Agenda Item 10. Raising the PPG profile. PPG leaflet / WW Item.**

RR explained that some patients were reluctant to see a locum GP. However their use can free up practice GPs for other duties. This information needs to be circulated to patients as widely as possible. After some discussion as to how and where it could be circulated (including the use of the NHS app which was imminent) it was agreed to delay the production of leaflet until such time as the best option was agreed upon.

Items for the Warbler. It was agreed that the same information could be publicised through the next edition of the Warbler, could also include the above information to good effect.

It was agreed that the Leaflet/app option be an agenda item for the October meeting

 **Action SO/CT**

**Agenda Item11. Items raised by PPG members**

MB asked for clarification about the use of electronic prescribing as she had had some difficulty getting all the prescribed medicines at the right time.

RR explained the system - and the various options available. MB found this information was helpful.

**Agenda Item 12. Time and date of the next meeting**

**The next meeting will be held on Monday the 7th October 2019 at18.45 - 20.00 hours**

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