

THE BURNS PRACTICE

PATIENT PARTICIPATION GROUP MEETING

TUESDAY 26 FEBRUARY 2019 AT 12.30 P.M. AT CANTLEY

Practice Members present:

Dr S Park – GP Partner
Sue Greenham – Practice Manager
Natalie Greenough – Assistant Practice Manager
Diane Flint – Secretary

PPG Members present:

Paul Wilson - Chair
Jon Finegold
Gwenyth Derry
Roni Chapman

Apologies:

Barbara Bell

New Member:

Pamela Pynegar

Welcome and Introductions

Paul welcomed everyone to the meeting and thanked them for being able to attend. As we had a new member attending introductions were made.

Sue advised that she had been contacted by David Green who attended the previous meeting. He is unable to attend further meetings. Paul advised that he had been contacted by Maria Clausen. She is unable to attend further meetings due to family commitments.

Minutes of the Last Meeting

The minutes were passed as a true record and are therefore to be published on the practice website. There were no matters arising from the previous meeting.

Agenda Items

Happy to Help Sessions – these have taken place at both practice sites and Jon has made a summary of the comments made by patients. He feels that the sessions can occasionally be “frustrating” as patients have very little to complain about regarding the practice. There were a couple of negative points made. One patient felt that they could have been referred to the hospital sooner and another said that they did not feel very confident with the registrars. A copy of the summary is attached to these minutes. Overall patients seem to feel very positive about the practice and they find it easy to book appointments. If they have more than one problem that they need to talk about they feel that the GPs encourage this rather than limiting it to “one appointment one problem”.

There were some points where it was felt that the Practice could improve:

Online services: patients are using this to request prescriptions but less so to book appointments. Dr Park advised that the practice is the second best in Doncaster regarding online services but pointed out that if appointments are made available to book too far in advance patients are likely to fail to attend. He did say that we are looking at improving and maintaining access continually. Paul thought that it would be useful if a text reminder was sent for online bookings. This is something that needs to be taken up with SystmOne.

Pamela also asked what happens to patients who are unable to access online services i.e. the elderly or those who do not have access to the internet. Sue advised that whilst we promote using online services we also advocate face-to-face contact and contact by telephone.

Self check –in: it was agreed that the signage directing patients to the machines is much better but that it is used less at Albion Place as there are fewer patients attending at that site. Gwenyth wondered if it would be possible to move it to a more prominent position at Cantley to make it the first thing that patients see when they enter the building. This would then mean that there are fewer patients approaching the reception desk thus easing the pressure on staff.

Signs directing patients to consulting rooms: this is ongoing

Complaints poster: this needs updating with Sue's current e-mail address.

Flu clinics: Following a survey most patients said they would prefer drop-in clinics rather than have an appointment time and date. However, this did not work well for the practice. If patients were advised to attend between certain times everyone seemed to come at the start of the session. It has therefore been decided that this year the practice will return to offering patients an appointment. Sue advised that there is increased competition when it comes to flu clinics as pharmacies are now offering vaccinations. Gwenyth feels that our patients are likely to continue to come here for them as we hold all their medical information and can check for any potential problems.

Cantley reception desk: someone suggested that there should be a bell on the reception desk at Cantley as it was not always manned. It was unanimously decided that this was a bad idea. Sue also advised that a rota has now been drawn up so the desk will be manned more of the time. There is also a post in front of the desk which needs to stay there and a sign needs to go on it to encourage patients to stand back and respect the privacy of the patient at the desk in front of them. It was also queried whether it would be possible to have chairs for patients to sit on whilst waiting to be seen at the desk. Dr Park advised that there was not enough room.

Slamming door near the lift at Cantley: some work has been done on this door to ensure that it does not slam loudly but Dr Park advised that as it is a fire door it has to close within a certain timeframe.

Prescription issues: Jon advised that he previously did not understand what the information on the right side of his prescription meant. Dr Park advised that it is a more of a reminder to GPs to ensure that they do medication reviews and call patients in for their annual chronic disease reviews. It is also a means of ensuring that a patient's medications are reviewed regularly.

Water dispensers: this has been discussed previously and it is not possible for the practice to put a dispenser in the waiting rooms. There are health and safety issues i.e. water leaks resulting in a slippery floor and hygiene issues if cups are reused. If a patient is thirsty they are more than welcome to ask at reception for some water.

List size: Dr Park advised that the practice list size continues to grow and that there is currently no limit to the number of patients we can accept. This means that the practice is continually reviewing the way it works to ensure that we can meet patients' needs.

Wi-Fi: Jon asked if Wi-Fi was available in the practice yet. Sue advised that all the equipment is in place but we cannot say when it will be in use. This is something that was set up by the CCG and NHS England but nothing further has been heard from them. Once it is

up and running Jon is eager to run an awareness group for patients to show them how to use it. Sue advised that we are happy for patients to email prescription and appointment requests to us but they generate an automatic response to say they will not be dealt with straight away and so patients should not use this system for urgent matters.

Forthcoming PPG Sessions at Each Surgery – Paul and Jon asked what the practice would like the group to become involved in as well as the Happy to Help Sessions. It was felt that the Happy to Help Sessions should continue at both sites as a way of promoting the group and encouraging new members. Sue also advised that there are plans in place to train our health care assistants in weight management so they can advise patients and also set up motivational sessions. They may also set up a walking group. This is likely to start in a few months' time. Gwenyth also wondered if it might be possible to do something a little gentler like chair exercise. She also asked if it would be possible to invite new mums to a get together to encourage socialising and help those who are struggling. Jon asked if the mums could meet when the practice stays in-house for a Target training sessions. Dr Park will give this some thought.

Defibrillator Update - Jon is moving forwards slowly with this. Weldricks Pharmacy are willing to let us have one that they no longer use that just needs some new parts and a cabinet. Jon has been in contact with Doncaster Council regarding the siting of the machine on Cantley shops. He was then put in touch with St. Leger Homes who own the building that it is to go on and they have raised concerns. He should know more in the next few weeks.

Noticeboards –Barbara asked that this be discussed as she feels that the noticeboards are cluttered and we have not displayed information that she has sent to us. Sue advised that a member of staff has been tasked with ensuring that information we display is streamlined, current and relevant. Now that flu season is over different information will be displayed. Jon asked if there could be a noticeboard for urgent matters and public meetings. Sue advised that if they want to display anything they could e-mail it to her first to make sure it was appropriate and have a PPG area in the entrance way of both practice buildings. Jon asked about private leaflets and fliers that are sent to the practice and wondered if we endorsed them. Sue advised that they were not endorsed but sometimes people came into the practice buildings and put leaflets down without letting a member of staff know. Dr Park then asked if the group could get up-to-date information on local volunteer groups and charities so when we signpost patients to them we know the information is correct. Gwenyth mentioned that there was a group called the Stronger Communities Team. If Barbara has anything she feels should be displayed in the practice Diane is more than happy for her to bring it to Albion Place or e-mail directly to secretaries and she will ensure that it is brought to Sue's attention.

New Members – Recruitment of new members has always been a problem. Natalie and Diane were talking prior to the meeting and felt it would be useful if some information could be added to the New Patient Registration Pack. Group members need to write a short note about the group and what membership involves and send it to the practice so it can be checked and added to the registration pack.

PPG Networking – the practice does not receive information from the PPG Network meetings. Members of our group will ensure that they send anything that is of relevance.

Any Other Business

Newsletter: Jon has put together a draft newsletter for the Spring. A copy was given to everyone at the meeting for them to read through and amend/make suggestions as necessary. Jon will also e-mail this to Sue. Sue advised that she and Natalie have made a diary entry to put together a newsletter which will be published at the end of April.

Date of next meeting: the next meeting is the AGM and has been scheduled for Tuesday 12 June 2019 at 12.30 p.m. at the Cantley site.

Extra PPG meeting: group members will meet again in March 2019 without practice staff to further discuss the agenda items from today.

Action Points

<u>Action to be taken:</u>	<u>Responsibility:</u>
Text reminders about online appointments	Sue/Natalie
Cantley self check-in machine	Sue/Natalie
Signs directing patients to consulting rooms	Sue/Natalie
Complaints poster	Sue/Natalie
Privacy note at Cantley reception	Sue/Natalie
Dates for Happy to Help Sessions	PPG members
New mums' meetings	Dr Park/Sue/Natalie
Volunteer groups and charities	PPG members
Information for registration pack	PPG members
Spring newsletter	Dr Park/Sue/Natalie/Diane/PPG

Date of next meeting: Annual General Meeting on Tuesday 11 June 2019 at 12.30 p.m. at Cantley