

Minutes of the MPS Committee – 12th January 2018 at Millway Surgery

Present:

Susan McDonnell (SM) (in the Chair)

Jean Gaffin (JeG), John Gumprecht (JoG), Bondia Zimmerman (BZ)-PPG

Dr Stephanie Hall (SH) Krishna Moorthy (KM); Natalie Cumming (NC) – Millway Surgery

Apologies: Anne Yates (AY) Tanya Midgen(TM) Richard Driscoll (RD) Nila Patel (NP)

SM opened the meeting by welcoming all those present

1. Confirmation of Minutes

Minutes were agreed by all

2. Strategy for 2018

SM opened the discussion for ideas for this year's strategy.

- Discussed RD's draft strategy ideas he had emailed.
- JeG ran through her draft strategy points to the committee, one point raised around communication and the leaflets posters in the surgery to be improved.
- NC/KM mentioned that leaflets were going to be sectioned and plastic wallets had been ordered for the walls. Nurses will rotate topics. BZ made a point of how things were organised at the hospital – SM suggested BZ work with NC and the team to have an overview of the layout of the information for the surgery, BZ happy too.
- KM briefed us all on a seminar that he had attend that week where stories of Practice Champions and PPG's were involved in helping individual patients from their surgery. – SM mentioned this happens at 2 other practices Pinn Medical and Elliott Hall, transport is provided for patients to get to and from the surgery and also some patients are helped with their shopping.

As a group we then brainstormed the key areas/words we wish to focus on for the year and came up with the following areas:-

- Befriending
- Driving to the surgery (The good neighbour scheme)
- Leaflets
- Signposting
- Promote
- Self-management
- Facilitation
- Training
- Demand Management – 'Doctor First'
- Education
- Survey Monkey to patients with emails (SH+KM mentioned CEPN standard survey could be adapted)
- Group Consultations
- Minority Groups

- BZ mentioned involving Barnet carers as they have a lot of resources and avenues we could be using as well as getting them to work with the surgery. SH said they used to previously come and chat to patients and leave information but they haven't for a long while now.
- BZ mentioned a contact of hers called Jacqui at the Barnet Carers and that she could make contact and arrange a meeting with us to see what they can do for us and vice versa.
- SH mentioned the BILT Team is also very good and they explain what's happening and are very useful for the GPs and patients.
- Susan asked KM what do Oaklodge and Watling provide what do there Champions do for them? - KM to feedback

Discussed around the potential survey questions – agreed much thought needed on the type of questions and to also not have too many.

JeG mentioned helping reduce demand management. SH raised that there are meetings happening internally at the moment around the structure changes of the appointment system and briefly outlined what 'Doctor First' was which they are looking in to at the moment.

- A triaging based system so that patients can be placed with the appropriate clinician for their needs
- Looking at pathways
- Developing the website to work with the system and also provide more self-help and signposting

SH raised that there is a political agenda to try and steer people to other avenues of help

- Patient education – SM asked what roles can we play to help spread the word, how do we contact with our practice population?
- Agreed using the newsletter to focus on self-help articles
- Potential survey question – Do you read our newsletter? Do you use the practice website?
- Involve patients in major changes at the surgery

The website is the key for patient interaction.

- SM mentioned about a website app could we have something like this? KM said we should hopefully be able too. KM mentioned that Herts help have one.
- SH mentioned there are also website meetings as well happening internally – SM wondered if the notes could be circulated to the committee.
- SH said to KM to add to the agenda of the next website meeting to see what the others think
- SH suggested JeG be added to the website focus group as she doesn't use our website and so she would be an ideal candidate for useful feedback on easy of navigate and information content for patients

KM conformed PHC external support was now finished

Actions:

- **NC to speak to NP re Barnet Seniors Magazine**
- **BZ to speak to Jacqui from Barnet Carers re setting up a meeting with KM/NC to work together**
- **BZ to review distribution of leaflets and information with NC and admin team.**
- **KM to contact Oaklodge and Watling and feedback re what hey Champions do for their practices**
- **JG to be added to focus group for interaction and feedback on website once everything is in motion**

3. AOB

KM raised he had been in contact with HCA Private Hospitals'.

They organise talks in practices on specialist topics and wonder if this could work for us Discussion was had and the committee would like KM to find out more about them and it could be a useful patient education tool to have specialist talks on areas relevant to our patients needs

Actions:-

- **KM find out more re Private consultants providing talks at the surgery**
- **NC to circulate minutes to all**
- **SM to attend MSPG meeting on 19th Jan**

The next meeting will be held on Friday 9th March at Millway Medical Practice. .