

PPG STEERING GROUP
Note of Meeting at Millway Surgery held on 15 March 2017-03-15

Present:

PPG:

Susan McDonnell (Chair), Andrea Sinclair,
Anne Yates, Peter MacMahon

Practice:

Krishna Moorthy
Natalie Cumming

Apologies: Adrian Bendell, Jean Gaffin, Debbie Abergil

1. Minutes of Last Meeting

The Notes of our meeting on 19 January 2017 were approved.

Susan reported that she had asked the Krishna about future patient surveys. The Practice preferred to retain the existing survey format but extend this to the Baby Clinic and other similar patient groups.

We noted that Newsletters had been distributed to a number of venues.

Andrea reported that the meeting of the All Together Better initiative held on 24 February 2017 had been attended by several patients who had many good ideas and plenty of enthusiasm. Unfortunately, the presentation had been disappointing.

2. Newsletter No 2

Natalie distributed the latest version of the Newsletter, which she had helped to prepare. Some minor amendments were agreed and the final version was agreed. Susan and Krishna had recently discussed future issues and we agreed that these should appear on a quarterly basis.

We thanked Natalie and the PPG Members involved in preparing the Newsletter.

3. The 3Cs – Implementation and Further Development

We considered the Peter's paper and the comments from PPG members, which had been previously circulated.

(a) Comment Cards

We noted the comment card currently being used. We felt that we should drop the word 'Suggestions' and amend the card so that it could be used for a Comment or a Compliment in line with the wording of the 3Cs leaflet. We also considered that it would be helpful to give the patient using the card the option of asking for an individual response to their comment as envisaged by the leaflet,

Action: Krishna will give further consideration to the contents of a revised comment card and report back to our next meeting.

(b) Amending the Website Text and Inclusion of an on-line form for submitting comments or compliments.

Krishna reported that an individual within the Practice's website support provider had been recently identified to advise on the changes that would be needed. Natalie would be discussing with this person:

- Inclusion of a link on the home page of the website to the revised text on the 3Cs
- Provision of a website form for submitting comments and compliments

Action: Krishna and/or Natalie give a progress report back to our next meeting

(c) Publicising action taken on patient feedback received

Krishna reported that there was a notice board, which could be used for PPG purposes and the Health Champions etc. He considered a different location would be needed for publicity concerning the Practice's actions taken in response to patient feedback.

Action: Krishna will report back to our next meeting on any progress made.

(d) Website Complaint Form

We supported the suggestion in the paper for an option to submit a complaint via the website. Krishna confirmed that this could be discussed with the IT Support provider at the same time as the feedback form already mentioned. Future progress reports will cover this issue as well.

(e) PPG and Patient Feedback

We noted that we had already received information from the Practice on the patient responses to the recent survey. We were not sure how valuable it would be to receive regular reports from the Practice. However, it was agreed that the Practice will let the Steering Group have anonymised summaries of action taken in response to complaints received. The Group could then take a more informed decision on this issue.

Action: Krishna

4. Comments received on the 3Cs leaflet from the volunteer Patient Group

We considered Peter's report on the comments received from the three patients who volunteered to read and comment on the 3Cs leaflet, together with the comments which PPG members had circulated prior to the meeting.

Our conclusions were:

(a) It had been suggested that we should drop the separate category of “Compliments”. We decided that we wished to retain this category. By doing so, patients were given a clear option to make a positive statement about something done well. Too often giving feedback is solely perceived as an opportunity to make a negative or critical comment.

(b) Comments received which we agreed:

Column 1:

The heading “Making a Comment or Compliment” be amended to read “How to Comment or Compliment”

In the last but one paragraph the word “compliments” be replaced with “complaints”.

Column 3:

Under the heading “What we will do” in the third bullet point change “signpost” to “direct”.

Column 4:

In the first paragraph under the heading “Complaining on behalf of another”, insert “that” after the word “know”.

Note: we did not agree to a suggested change to the wording of the second paragraph under the heading “Confidentiality”.

Action: Peter to notify those volunteers who had taken part in this exercise accordingly.

5. Draft PPG Constitution

We considered Peter’s written comments on the November draft prepared by Adrian and Jean, together with comments from PPG members circulated prior to the meeting.

We agreed the draft attached to Peter’s comments subject to a number of amendments. The amended version is attached to these minutes.

We also agreed that this should remain a draft at this stage. We were particularly concerned to understand better the implications for the work of the PPG of the Practice’s decision to appoint Health Champions, whose general aim was also to promote the health of patients.

Krishna left the meeting before we agreed that we should ask the Practice if we could send a PPG representative to the fortnightly meetings he was having with the Health Champions.

Action: Susan to contact Krishna.

Date of Next Meeting: provisionally fixed for 10.00 am Wednesday, 12 March 2017 (TBC)