

## Patient Participation Meeting

26<sup>th</sup> July 2018

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, IP, LN, GN, WPr, JB, SSB, CG, Abbas Mirza and Clare Gummatt.

Virtual Member: Attended the meeting today.

Apologies: SA, SOF, SP, KG, JB, all GP's

Discussion	Action
<b>Matters Arising</b>	
Consent form	LB to send out the form
<b>Today's Discussion</b>	
<p>We had two people come to talk to the PPG today Abbas-Patient Engagement lead from CCG and Clare Gummatt- Patient and Public Involvement lead.</p> <p>WP attended a meeting in June, with the purpose of looking at how to engage and sustain a PPG. AbM talked about the variety of types of PPG in the borough and how only about 9 of the 23 practices have a functioning PPG. AbM and CG are trying to join up local groups to support their development. AbM was impressed with the work the PPG here have done so far and are going to promote our work within the borough.</p> <p>CCG have a Patient Engagement Group (PEG) which has really developed in the last 18 months.</p> <p>Clare G is a Lay member of the governing body of the CCG. Clare explained her background and history in the borough. Clare talked about the role of the CCG (purchasing organisation) and the impact of the PEG.</p>	
<p><b>Complaints and Compliments</b></p> <p><b>NHS Choices Compliment</b></p> <p>I have been a patient for 25 years, and always found the staff friendly and helpful. Especially recently, it seems very easy to get on the day appointments via the Patient Access app. Blood tests can usually be arranged on site immediately following appointments, with results uploaded quickly, often the same day! The doctors are professional and kind - they treat you as an adult and involve you in choices, happy to explain things and return calls when necessary to discuss. Hospital referrals are generally arranged efficiently. The surgery is clean and spacious. Happy to recommend!</p> <p>We also received a hand written letter from a patient complimenting a member of reception staff for going above and beyond to assist them.</p> <p><b>Complaints</b></p> <p>We have received two complaints regarding lack of availability of pre-bookable appointments. Responses have acknowledged the issue and tried to explain that a combination of school holidays (meaning more annual leave than usual) and a GP partner leaving has left us being unable to provide many pre-bookable appointments. However, reiterating that this will hopefully resolve when we have our new GP start in late September.</p> <p>Complaint about the diabetic review process being two appointments which was inconvenient to the patient. There is a need for two appointments so this cannot be altered, but we did explain the reasons behind the current system.</p>	
<p><b>Recruitment update</b></p> <p>We have recruited a new GP to take in 6 sessions, Dr Bronwen Moss she will be working Tuesday, Thursday, Friday. We hope she will be starting at the end of September. In the meantime we are trying to use as many regular locums as possible to cover the period until she starts.</p>	
Paperless referral system	

<p>The new paperless referral system that has come in from 1<sup>st</sup> July 2018 has had a huge impact on the surgery and way we manage referrals. This system is aimed to give patient more control over their appointments and bookings and enable more choice. During consultations GP's can generate referrals with patients present and book appointments there and then for many specialities or patients can take a way a list of hospitals they can contact themselves to book an appointment at a location or time that suits them.</p> <p>All referrals now need to be generated and sent via the electronic referral system, this will in the long term be a much better process, however in the short term it is taking much longer than normal to generate referrals whilst the GP's and medical secretaries get used to the new systems and understand the end to end process. The result of this is consultations can go on longer than they have done previously meaning GP's are running late with their clinics more frequently at the moment. This is expected to return to normal once the new processes are embedded. There is a lot more administrative work to undertake at the surgery end in terms of following up patients who have not yet booked appointments for example.</p>	
<p><b>Dementia Day</b>  WP and LB thanked all PPG members who helped out with the dementia day. It was a resounding success! We had a number of different professionals (staff from Dementia hub and carers leads) available to speak with both patients and carers. We had 16 patients attend for their reviews on that day and over 80 attendees for memory tests.  This year the surgery sent out texts messages to everyone over 65 inviting them to come for a memory test if they were concerned, this seemed to work very well.  The Dementia Alliance have asked if they can feature the Dementia day in their newsletter that goes out to 85+ other agencies.</p>	
<p><b>Flu Clinic/Launch</b>  This will be on a Saturday again this year. This will be on the 22<sup>nd</sup> September with doors opening at either 9am or 9.30am.  This year we are planning on inviting the different group in a staggered way rather than all at once to try to alleviate the initial rush that we always seem to get.  We would appreciate all the help we can get from the PPG, volunteers please make yourselves known to Wayne who will co-ordinate your efforts on the day. We really couldn't run the clinic anywhere near as effectively without the assistance of the PPG members to help manage the flow of patients and signpost them to the correct people.  The group discussed doing a cake sale for Macmillan again, which everyone was in favour of and the idea of trying to raise money for something that would benefit the surgery was also suggested, which everyone was in favour of.  Any ideas on planning for this year would be gratefully received!</p>	<p>PPG members to forward your names and times you can help out on the 22<sup>nd</sup> to Wayne asap.</p> <p>Any ideas from PPG members to be forwarded to Lynsey or Wayne for consideration.</p>
<p><b>Healthy aging booklets</b>  Part of our new contract terms are to identify a cohort of patients who meet the mild or moderately frail criteria and offer them a healthy aging booklet. It is an A4 booklet specifically targeted at older people with information on different services they can access, groups that people may wish to attend and things on offer to try to enable people to stay independent for as long as they can. The GP's and nurses will be giving these booklets out as part of consultations to those who are eligible.</p>	
<p><b>AOB</b>  GN highlighted that he think LB misunderstood his request for scales in the</p>	<p>LB to source scales and place By the</p>

waiting room, GN clarified he wasn't talking about a large electronic machine that measures BMI for example, but just a set of bathroom scales in accessible to patients who want to be able to weigh themselves. WE discussed a suitable place to put them.	BP machine with a sign/display 'Check your weight'
Date of next meeting: 17 <sup>th</sup> September 6.30pm	