

Minutes of the meeting
The Francis Grove Patient Group
Tuesday 13th October 2015
18:30 – 20:00

Present

WP, IP, LN, HN, MM, TH-M, KG, GN, AM

Francis Grove DK, EG-W

Guests Yvonne Tul from The National Institute for Health Research. Clinical Research Network South London

Apologies None

Presentation from Yvonne Tul CRN South London

The group was delighted to welcome Yvonne Tul from CRN South London RSI. The Francis Grove Practice is a research site and we have been involved in patient research for the past 5 years. Research is a core part of the NHS as it enables the NHS to improve the current and future health of patients.

The NIHR was established by the Department of Health to create a world-class health research system within the NHS, as part of the government health research strategy. The Clinical Research Network comprises of 15 local Clinical Research Networks that span across England. Each local Clinical Research Network delivers research across 30 clinical specialties including Primary Care.

Clinical Research Network: South London works with a wide range of primary care practitioners such as GPs, practice nurses, pharmacists and dentists.

Clinical Research Network: provide funding to cover the time health professionals spend recruiting study participants

Clinical Research Network: provide research nurse/research practitioner capacity to practices who would not otherwise be able to support a research study

The CRN approaches practices to participate in a research project. This is a feasibility study. The practice will decide whether to proceed with the project if it is appropriate in general practice. The Practice will approach and involve patients who are considered appropriate for the study, and who may wish to sign up. Dependant on the type of study, patients are normally seen in the surgery by our practice nurses or by a research nurse. Patient information is kept in the strictest of confidence. Patient consent is required and the data gathered is for NHS research only.

The practice has recently completed the following research projects:

- “PACEUP” increase walking in adults
- “ACTIB” Self-management in Irritable Bowel Syndrome (IBS)
- “TIME” comparing evening dosage to morning dosage of hypertensive medication (for higher blood pressure)
- “BEEP” applying emollient to baby’s skin for the 1st year of life

Thanks’ to IP for providing cakes for the meeting.

Minutes of the Last Meeting

Minutes of the last meeting were agreed with no corrections

Francis Grove Patient Group Annual Survey

WP Chair and DK presented the outcome of the patient survey; we were delighted with the response and the positive outcomes.

Francis Grove Patient Participation Group Annual Patient Survey

September 2015

IMPROVE PATIENT EXPERIENCE

Aim of the Survey: This year the group chose to ask Patients if they had noticed an improvement in communication and accessing information from the surgery. Our target audience is patients who are registered at the Francis Grove Surgery.

Design: We asked patients if they had noticed an improvement over the past year. Are they aware of the services the community pharmacists can provide, and how good is our customer care service. We asked patients how clean they feel the practice is. Can our patients get an appointment with the GP and Practice Nurse and how satisfied are they after their consultation with a GP.

Survey Sample Size: We agreed on a sample representative portion of 100 completed surveys as we felt this number was large enough in contrast to the practice list size of 11,500 patients and the results would be applicable to our patients.

Publish: We advertised in the patient’s waiting room as well as on the Practice website.

Collect: We collected and manually analysed the data.

Analyses: We compared the results with the changes we implemented to identify the gaps using the 2014 survey.

- Action: Action 1 Communication – Add the Practice Leaflet to the Francis Grove Website
- Action 2 Assistance – Inform Patient why we ask for details when they book an appointment
- Action 3 Good Care – Local Pharmacist offer minor ailment advice and services
- Action 4 Responsive – Staff Badges
- Action 5 Quality Information – Patient Information Leaflets
- Action 6 Initiative – Let patients know we take part in Research

Leaflet Rack

In order for the practice to have more control over the distribution of patient information it was agreed that the practice would purchase leaflet racks and source information relevant to our various patient groups. The secretary of the Francis Grove Patient Group has agreed to take on the project along with the practice.

Francis Grove Quarterly Newsletter

The November newsletter is in draft and will be available shortly. WP Chair will put forward his news on behalf of the Francis Grove Patient Group; anyone else has any suggestions for the quarterly newsletters please let DK know.

Any Other Business

Debra Kirton informed the PPG that she will be retiring from her post as Practice Manager at the end of November. Debra wished to take the opportunity to thank the chair and secretary of the group for their commitment and support and the group members for their contribution to the meetings.

Next Meeting Tuesday 8th December @ 18:30 – 20:00