

Minutes

PPG Meeting

Monday 13th November 2017

6:00pm

Present:	Steve Shaw (Chair) - SS Peter Robinson (Minutes)- PR Ken Sharpe – KS Amanda Brinkmanis – AB Ruth Brown - RB Stephanie Chapman (Asst. Practice Manager) – SC Dr Freeman (Dr F)	
Chair:	Steve Shaw	
Minute taker:	Peter Robinson	
1. Introductions	SS welcomed all to meeting.	
2. Apologies:	Mohammed Islam (MI-Practice Mgr)	
3. Minutes from last meeting:	The minutes of the meeting held on 11 th September 2017 were agreed.	
4. Matters Arising not covered elsewhere	Matters arising from the minutes not on agenda: Item 4. Kerb – problems with the kerb have been dealt with. Item 6. Friends & Family Test(F&F) – Peter asked Julie Andrews for her view of how well the F&F test is being used across the CCG. Julie said the response was generally poor. SC said she had seen some good responses on NHS Choices web site. The practice GPs are handing out F&F forms. Item 9. Test results policy – SC stated that if the tests resulted in actions then patients would be informed. Those patients with the higher level of access to patient records would be able to see their results after 2 weeks from the tests.	Action / Update
5. Practice Update-	Dr F/SC explained opening hours. Pre-bookable appointments only being provided weekday evenings and	

<p>item held until Dr Freeman arrived)</p>	<p>Saturdays (6.30 to 8.30 pm) through a shared rota arrangement with other practices locally in Ashfield North Locality (e.g Brierley Park, Skegby, Woodlands). Not sure how existing extra hours will change. The practice web site will be updated when details clear.[Post meet – web site updated 24 Nov)</p> <p>Doctor First IT system (also called TC2) – concerns expressed by the meeting about likelihood of future bookable appointments. – the system seems to only provide for the GP to respond to the patient. Meeting asked about the involvement of the Pharmacist or Practice Nurses.</p> <p>The meeting was told that the system development is on hold. An update can be given at the January meeting.</p>	<p>Practice to give update on TC2 at January 2018 meeting</p>
<p>6. Event Feedback from 13th October 'Care of the Elderly' event</p>	<p>A brief report was presented by SS. Quite a good response from patients with questions noted and answers given. KS spent time in waiting room publicising the displays. PR and SS manned the stands.</p> <p>Contributors at displays at GP rooms end of practice were:</p> <ul style="list-style-type: none"> • Age UK • County Enterprise Foods. • Ashfield Voluntary Action (AVA) • PPG stand by PR including a piece from RB about first impressions of the PPG; a piece about 'Whats happening in CCG land which will impact on the practice and PPG'; about PPG achievements. • Clinical services and information available from Nurse Practitioner (Lyndsey) and Clinical Pharmacist (Sebastian). <p>There was a supply of F&F forms on the day.</p> <p>One patient who filled in the PPG application Form asked why Date of Birth was asked for. After some discussion in the meeting it was agreed this was not necessary and SC was asked to remove this.</p> <p>Two more patients were added to the PPG database.</p> <p>Lessons learned – do events earlier – interest flat by lunchtime.</p> <p>Practice leaflet – some discussion about the CCG generic PPG leaflet. It was felt they were not useful but the practice could perhaps learn from their design. PR offered to compare the practice leaflet with the CCG generic version for design benefits.</p>	<p>SC to amend PPG form</p> <p>PR to compare practice leaflet with CCG generic version.</p>
<p>7. Membership and Communication</p>	<p>Practice newsletter ?</p> <ul style="list-style-type: none"> • SC explained that texting / emails were most effective communication methods. Practice web site available. Facebook not suitable in opinion of meeting. • Should use web site more and improve how often it is 	

	<p>updated.</p> <ul style="list-style-type: none"> • The CCG Network News is a useful vehicle for practices but not used for patients. • Comment – the waiting Room slide show takes a very long time to see all the way through so patients never do. • Comment – emails cause a high workload for clinicians. <ul style="list-style-type: none"> - Ideas on general public communications included – practice developments; flu jabs; extended opening hours; role of Pharmacist; health prevention; NHS Health Checks. - PPG members were asked to look at the practice web site before the next meeting (8 January 2018) and comment on where improvements needed. 	<p>PPG members to look at practice web site and review.</p>
8. Patient Survey results	<p>In the absence of MI, SC presented the 7 pages of data but no significant conclusions were made. SC reported that with extra staff and more telephone lines, appointment issues may improve. The meeting asked for a written response from the practice on actions it will be taking to respond to the survey. Questions asked – the data does not show how many did the survey. Please include in response.</p>	<p>MI to provide a response to the patient survey for the January 2018 meeting.</p>
9. Topics for next meeting 8 Jan 2018	<ul style="list-style-type: none"> • Appointment access update – SC/MI • Patient Survey Practice response - MI • Role of Pharmacist – SC/MI • Web Site review – PPG members • Plans for AGM in March 2018 	
10. Any Other Business	None	
11. Date of next meeting	6.00pm 8 th January 2018	
	The meeting closed at 7.30 pm	