



Willowbrook Medical Practice
Patient Participation Group
Working for you and the Practice

PPG Meeting

Monday 13 January 2020

6:00pm

Present:	Peter Robinson (Chair) – PR Ian Dixon – ID Beryl Perrin – BP Sue Holmes - SH Dr Mohammed Islam (Practice Manager) – MI Stephanie Chapman (Asst. Practice Manager) – SC Dr A Watts – Practice GP – AW
Chair:	Peter Robinson
Minute taker:	Stephanie Chapman
1. Introductions	PR welcomed all present to the meeting.
2. Apologies:	Ken Sharpe Tony Pearce Pamela Pearce
3. Minutes from last meeting:	The minutes from 11/11/2019 were reviewed and agreed.
4. Matters Arising not covered elsewhere	It was commented that the cartoon on the display screens is effective.
5. i. Communication	<p>Peter had produced a note from the interim meeting to summarise points which was used for this meeting to:</p> <ul style="list-style-type: none">a) Agree the messages - strapline agreed 'Working for You and the Practice' <p>After a brief review of the themes discussed in previous meetings, it was agreed to go ahead with these themes which included a 6th scheme:</p> <ul style="list-style-type: none">i. Access to Appointmentsii. Reducing DNAsiii. Repeat prescription serviceiv. Self-managing common conditions e.g Diabetes, Mental Health, Obesity, COPD, Heart conditionsv. Impact of PCN on practice services <p>A 6th theme was added reflecting the pressures on Practice staff and GPs. Practice to provide a message to work along with the PPG message.</p>

	<p>The work is now to proceed with Kate creating the succinct message to cover themes 1 & 2 with the practice deciding which one to start on the JX screen. Practice to provide a message to work along with the PPG message. The expectation is that the theme will appear by the AGM on 9th March.</p> <p>Steph showed the meeting a draft graphic produced by Kate for Appointments which was agreed with the PPG logo at the top corner. Messages agreed - to publish to all 6 media options.</p>
<p>5. ii. Practice Dashboard</p>	<p>Dr Watts and Mohammed briefly described and demonstrated the Primary Care Dashboard. It was clear that it was useful in :</p> <ul style="list-style-type: none"> • Looking at efficiency of practice resources • Looking at the incidence of Willowbrook patients attending A&E inappropriately • Looking at incidence of non-elective admissions <p>There was interest from the meeting in looking at patient experience with services and the clarity of practice information (since there is a lot of detail showing) The question was asked about the link between the Dashboard and MJOG information and the National Patient Survey.</p> <p>Mohammed was asked to bring to the next PPG meeting on 11th May a view about how this data illustrates the patient experience and how it does it.</p> <p>Next meeting to set up projector for further discussion. PPG members to think of questions to ask about the dashboard. What areas most likely PPG could help with.</p>
<p>vi. iii. 2020 Practice Events</p>	<p>Dr Watts had suggested that Cancer would be a good topic since Bowel Cancer was an issue of interest to the practice. It was agreed that the AGM could be used to cover some of the issues about how the practice supports patients with Cancer. Sue Holmes indicated that she could get some material from Kings Mill about Cancer to set up a display for the AGM.</p> <p>Sue suggested we have a separate meeting to agree the details for the AGM and it was agreed that a meeting be held on 19th February at 10am at the practice.</p>
<p>6. Practice Update & AOB</p>	<p>MI informed the group that we will be holding <u>Shingles Coffee Morning Clinics</u> throughout February (8th & 22nd) and March (14th & 21st) to capture both at risk groups and catch up for the over 70's. PPG members were welcome to be involved.</p> <p><u>Patient Knows Best</u> – MI explained that by 2021 Practices will have a contractual requirement to provide online consultations. The Practice is taking part in the trial and if anyone is interested in taking part to email MI or SC. Further update when attended meeting on 12 February 2020.</p> <p><u>CQC Telephone follow-up</u> As a follow up to our inspection visit in 2016 the Practice had a telephone follow up with an inspector, GP and PM. The ideology behind the telephone call follow up is to streamline the process. A report is prepared prior to the call and the practice will receive an outcome report and plan. One point raised was our low uptake of cytology screening. Telephone reviews will be annually with a physical inspection every 5yrs. There is no change to our current rating of Good.</p> <p><u>Practice Pharmacist</u> it was agreed by all that having our Pharmacist within the practice is a huge benefit. It was also commented that the Over the Counter Medicine from Pharmacy message is slowly getting through.</p>

AOB:	The Group and Practice would like to congratulate BP for her work with the Amazon Breast Support group for raising £10,000 for the King's Mill Gamma Scanner Appeal.
Date of next meeting	Interim meeting agreed for Wednesday 19 February 2020 10:00 – 12:00 AGM Monday 9 March 2020

The meeting closed at 7.15 pm