

The Crouch Oak Family Practice

Minutes of the Patient Participation Group Meeting

Tuesday 7 November 2018

Present:	Clive Husselbury (CH)	Patient Representative (Chair)
	Susan Cross (SC)	Practice Manager
	Sarah Stanley-Smith (SS)	IM&T/Deputy Practice Manager
	Nick Conn (NC)	Project Manager
	Patricia Tilley (PT)	Patient Representative
	David Barker (DB)	Patient Representative
	Suzi Wilson (SW)	Patient Representative
	Sarah Hatchwell (SH)	Patient Representative
	Patricia Maguire (PM)	Patient Representative

		Action
1	Introductions: Introductions were made and Tricia Maguire was welcomed to the Group.	
2	Apologies: Dr Sanchez	
3	Declaration of conflicts of interest: None declared.	
4	Minutes of the previous meeting 1 August 2017: Approved with the exception of the following; Sarah Hatchwell advised that she had sent her apologies as she had been unable to attend the meeting on 1 August 2017.	
5	Matters arising from previous meeting: 5.1 Parking/Premises Update (Item 4.1): It was noted that SC had liaised with NHS Property Services about a number of issues related to the Practice, including the possibility of re-marking the spaces in the car park. She advised that no further work would be undertaken until the Heads of Terms had been negotiated. 5.2 Registration Process (Item 4.2): SS reported that she had placed the updated registration process on the Practice website.	
6	PPG Membership: It was noted that Gavin Handford and Hilary Wells would not be able to attend any future meetings due to their work commitments. CH reported that new members would be required but it was acknowledged that many PPGs are struggling to attract members. DB suggested putting up a poster in schools which include a sixth form and it was agreed that this would be considered. CH tabled a recruitment poster and agreed to place this in the local Tesco, Waitrose and within Runnymede Borough Council (RBC). NC agreed to place a copy on the Practice website.	CH/NC

7 Staffing Update: SC reported on the following staff changes:

- Mandy Dodd (Practice Nurse) commenced working additional hours in the Treatment Room as a Practice Nurse.
- Emma Fish (Nurse Practitioner) joined the Practice on 21 September 2017. Emma is able to prescribe and deal with minor illness/injuries. She is also an experienced respiratory nurse and will run COPD and Asthma clinics.
- Teresa Lewan (Healthcare Support Worker) joined us on 4 September 2017.
- Jodie Kingston (previously an Administrative Assistant) joined the Treatment Room Team as a Healthcare Support Worker on 1 September 2017).
- Dr Duncan Black (Salaried GP) joined us on 2 November 2017 and will work four days a week.
- Dr Sarah Teague (Salaried GP) joined us on 17 October 2017 and will work three days a week.
- Chante Woodward (Administrative Assistant) left the Practice on 26 October 2017.
- Denise Wigans (Administrative Assistant) joined us on 1 November 2017
- Amanda Forster (Administrative Assistant) joined us on 6 November 2017

8 Dementia Friends Talk (20th September) and future talks:

CH reported that the Dementia Friends information session led by Tony Oakden (a local Dementia Champion) on 20 September 2017 had been received well although the numbers attending were lower than expected. It was agreed that another talk would be arranged in the future with but with an alternative title. PT suggested that some people may have thought that they would be required to make a commitment with the title "Dementia Friends". It was agreed that the PPG would design a different poster to emphasise the informational aspect of the talk.

Ideas for further information events were discussed and it was agreed that the next event would be on self-care, to include talks from a GP and a Pharmacist. CH and SC agreed to consider this further and aim for a date in March 2018. Other topics suggested were mental health, COPD and arthritis.

CH/SC

CH reported that the "Living Well" week, arranged by RBC, had just finished and expressed surprise that the Surgery had not been asked to be involved. CH agreed to contact the RBC ahead of the next event.

CH

PM advised that the services provided by RBC were excellent and run throughout the year not just during "Living Well" week.

9 Key areas for focus:

9.1 Patient Access:

SC reported that the Practice was aware that it has been difficult to obtain a routine appointment with a GP for some time. She advised that a new system would be implemented on 13 November 2017 which would alleviate the problem. SC reported that additional appointments were available with other clinicians, including Advanced Nurse Practitioners and Advanced Paramedics. SC advised that the new system would be reviewed in 6 months. CH agreed that another patient survey should be undertaken once the new system had been in place for a while.

SC reported that once the new Administration staff had been trained, more telephone lines would be made available to help patient access.

There was a discussion about the use of general appointments and their availability. SSS explained that the Surgery does not use the default "general" appointment type for technical reasons and we have instead opted to use "Routine" appointments. NC agreed to place an explanation to this effect onto the Patient Access website.

NC

9.2 Surgery Website:

SC reported that there had been no major changes to the website. NC agreed to place on to the website information about the doctor teams once these have been agreed.

NC

SC requested that all members review the website and provide feedback.

ALL

9.3 Patient Information:

SC reported that the application for a minor improvement grant for a new TV patient information / patient call system had been approved and that the lead time to installation would be approximately 6 weeks. It was noted that once the new system is in place, all the paper information would need to be rationalised. SC reported that the nursing staff will continue to provide patient information on certain topics on their "Themed" weeks.

9.4 Patient Involvement /FFT/Patient Feedback:

NC tabled the FFT data for the past September and October 2017. It was noted that the number of responses was small (15), which renders the numbers statistically insignificant. NC explained that the Practice has an option (using the text messaging service) to send a request for feedback to every patient two hours after the appointment. It was noted that the first text would request a rating and if a response is received, the patient would then be sent a second message asking for a free text reply to support their rating. NC explained that a patient would not be sent more than one text a month, regardless of the number of appointments attended. It was agreed that the Practice would trial the system for 3 months and that NC would take this forward.

NC

10 Any Other Business:

10.1 External Meeting of PPG Chairs: CH provided feedback following the meeting that was held by the Clinical Commissioning Group for PPG Chairs in the Locality.

10.2 PPG Activity Report 2017: CH tabled a report of PPG activity which was reviewed. NC agreed to place the report on the website.

NC

10.3 PPG Email Address: NC agreed to check whether the PPG email address is published on the website.

NC

10.4 PPG Application Form: DB reported that no forms were available at Reception and that staff seemed unaware of the existence of such a form. SS agreed to ensure that staff are informed and application forms are made available.

SS

10.5 Clock in Reception: DB thanked SC for putting up the clock in reception

11 Date of Next Meeting: Tuesday 13 March 2018 at 5.30pm