

The Crouch Oak Family Practice

Minutes of the Patient Participation Group Meeting

Tuesday 13 March 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
	Pat Stanley (PS)	Patient Representative
	David Barker (DB)	Patient Representative
	Suzi Wilson (SW)	Patient Representative
	Sarah Hatchwell (SH)	Patient Representative
	Patricia Maguire (PM)	Patient Representative

1 Apologies: Dr Sanchez, Patricia Tilley, Paul Hawes.

It was agreed that Ray Griffiths would be removed from the distribution list as he had not attended for some time.

2 Declaration of conflicts of interest: None declared.

3 Minutes of the previous meeting 7 November 2017: Approved.

4 Matters arising from previous meeting:

4.1 PPG Membership (Item 6): It was noted that NC had placed a PPG recruitment poster on the Practice website but this had not generated any membership enquiries.

CH reported that he had not placed a recruitment poster in the local supermarkets as, after speaking to a number of Practices, he considered there to be little benefit in doing so. It was noted that SC and CH had visited a Practice in London on 8 December 2017 which had also had difficulty with PPG membership.

SC suggested that, as many GP Practices are struggling to attract members, there may be some advantage in joining together with the PPG's of one or two local Practices. CH agreed to contact the PPG Chairs from Chertsey and Ottershaw Practices.

There was a discussion on the timings of the meetings (5.30pm) which may be an obstacle to attracting new members.

CH urged all members to encourage volunteers where possible.

4.2 Future Talks (Item 8): It was agreed that the self-care event scheduled for March would be deferred but combined with the "Living Well" week, arranged by Runnymede Borough Council (RBC) in September 2018.

Action

CH

ALL

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

- Dr Sarah Teague (Salaried GP) commenced maternity leave on 30 January 2018.
- Dr Navin Kumar (Locum GP) joined the Practice on 26 February 2018.
- Dr Rahmat (Salaried GP) left on 16 February 2018.
- Dr Burton (Salaried GP) left on 11 March 2018.
- Dr Alexander will be leaving on 25 April 2018.
- Dr Stainton will be returning from maternity leave on 23 April 2018.
- Chante Woodward (Administrative Assistant) re-joined the Practice on 1 December 2017.
- Sharon Green (Administrative Assistant) left on 16 February 2018.

SC reported that the Practice was actively seeking to recruit GP's and considering further the option of a Clinical Pharmacist.

6 Key areas for focus:

6.1 Patient Access:

SC reported that a new appointment system had been implemented on 13 November 2017 and that this seemed to be alleviating the problems associated with gaining access to routine appointments. It was agreed that a patient survey would be undertaken in June 2018 to review the impact of the new system on patients. CH agreed to coordinate this.

CH

SC reported that additional telephone lines had been made available to help patient access. She also informed the Group that service options would be introduced to the telephone system in due course.

Positive comments were noted about the Reception Staff in the Practice.

NC confirmed that patients are cancelling appointments via text.

6.2 Surgery Website:

SC reported that there had been no major changes to the website. It was noted that NC updated the website on an on-going basis.

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

6.3 Patient Information:

SC reported that the new TV patient information / patient call system had been installed in December 2017 and that this had been well received.

6.4 Patient Involvement /FFT/Patient Feedback:

NC tabled the FFT data for the past 8 months which was reviewed. NC reported that the number of responses had generally increased making the results more meaningful. NC explained that the increase in responses was due, in the main, to the newly introduced text messaging service and that 89% (428 out of 480 responses) of patients were extremely likely or likely to recommend the Practice to friends and family.

DB reported that there are a number of 'sites' on which patients can make comments about the Practice. He noted one particularly unpleasant comment and agreed to forward the details to CH so that action can be taken where necessary.

DB

7 Any Other Business:

7.1 Meeting of PPG Chairs 25 January 2018: CH provided feedback following the meeting that was held by the Clinical Commissioning Group for PPG Chairs in the Locality. It was noted that SC had attended this meeting with the aim of ascertaining whether there could be any joint working of the PPG's. CH to take forward as noted in Item 4.1.

CH

It was noted that CH had circulated the Surrey Heartlands sustainability and transformation plan (to improve local health and care services across Surrey Heartlands) for comment.

CH advised that he would be unable to attend the next meeting of the PPG Chairs on 30 April 2018 and he asked for a volunteer to attend in his place.

ALL

7.2 Living Well Week 2018: CH reported that he and SC met with RBC on 28 February 2018 to discuss the plans for the "Living Well" week scheduled for September 2018. It was noted that the Practice would be a sponsor of the event and had agreed to provide support where possible and to provide a self-care page for a leaflet.

SC reported that RBC was setting up Wellbeing Prescribing and that a presentation would be made to clinicians in the Practice on 14 March 2018. It was noted that a referral from a clinician or a self-referral could be made to discuss individual needs, including emotional wellbeing, loss of weight, stop smoking, getting active, loneliness etc.

7.3 General Data Protection Regulations (GDPR): SC briefly explained that the GDPR will come into force on 25 May 2018, replacing the existing data protection framework under the EU Data Protection Directive. SC advised that this introduces new elements related to the processing of personal data and she is working on what impact these will have on the Practice.

It was noted that explicit consent must be obtained from patients to use their email addresses and telephone numbers for texting. Members agreed to send their written consent to CH.

ALL

7.4 Local Development Plans: There was a discussion on the extensive development plans in the area and the effect that this will have on the Practice.

7.5 Staff Retirement: It was noted that Sarah Stanley-Smith would be retiring on 29 June 2018.

8 Date of Next Meeting: Tuesday 26 June 2018 at 5.30pm

