

# The Crouch Oak Family Practice

## Minutes of the Patient Participation Group Meeting

Tuesday 25 April 2017

<b>Present:</b>	Clive Husselbury (CH)	Patient Representative (Chair)
	Susan Cross (SC)	Practice Manager
	Sarah Stanley-Smith (SS)	IM&T/Deputy Practice Manager
	Ray Griffith (RG)	Practice Administrator
	Patricia Tilley (PT)	Patient Representative
	Sarah Hatchwell (SH)	Patient Representative
	Patricia Stanley (PS)	Patient Representative
	Gavin Handford (GH)	Patient Representative
	Dr Mary-Jo Sanchez (MS)	Senior Partner

### Action

**Introductions:** Introductions were made and MS was welcomed to the Group as the GP Lead for the PPG.

**1 Apologies:** Jean Barker

**2 Declaration of conflicts of interest:** None declared.

**3 Minutes of the previous meeting 24 January 2017:** Approved.

**4 Terms of Reference Review:** The Terms of Reference were reviewed and it was agreed that no there would be no amendments.

CH stated that as a Group the Crouch Oak PPG is relatively young but it is not as active as other PPGs. He asked for ideas on how the Group could be more proactive in supporting the Practice and suggested organising some education/information events.

It was agreed that a Dementia Friends information session would be organised and that this would be open to patients, staff, friends and family. CH advised that Tony Oakden (a local dementia champion) would be able to lead the session. The venue for the meeting was discussed and CH agreed to investigate the use of the Eileen Tozer Centre.

CH

MS agreed to give CH details of a lady that she had spoken to recently who is keen to promote her mental health and wellbeing programme.

MS

**5 Matters arising from previous meeting:**

**5.1 Parking/Premises Update (Item 5.2):** SC provided feedback on the 5 year plan to develop the site. She advised that she had invited John Rice (Head of Commercial Services Runnymede Borough Council) to the meeting but he had been unable to attend. It was noted that John Rice had informed SC that no further progress had been made with our NHS colleagues (NHSPS) on moving the plans for the Practice forward. SC agreed to invite John to the next meeting.

SC

**5.2 Stakeholder Group Meeting (Item 8.2):** It was noted that CH had attended the meeting on 19 April 2017. He advised that this was a very useful meeting and gave an opportunity to network with other PPG Chairs. CH reported that he had circulated the main points of the meeting in an email dated 19 April 2017.

**5.3 Registration Process (Item 8.3):** SS advised that discussions were taking place on a new proposed registration process and this will be discussed at the next meeting.

**6 Staffing Update:** SC reported on the following staff changes:

- Lisa Croxon (Advanced Paramedic Practitioner) joined the Practice on 27 March.
- Joanne Bland (Advanced Paramedic Practitioner) will be joining the Practice on 22 May 2017.
- Nicola Groom (Advanced Nurse Practitioner) has been working with us as a Locum and will be joining us on a permanent basis from 5 June 2017.
- Dr Theodora Mantzourani will be leaving the Practice on 24 May 2017.

SC reported that the Practice would not be recruiting a Clinical Pharmacist but would be sharing one or more Clinical Pharmacists with four other practices under an NHS England funding initiative.

**7 Key areas for focus:**

**7.1 Patient Access:** SS agreed to check with the Practice website support company about the preferred format which would allow us to host the video created by RG which demonstrates how to book appointments online. RG agreed to provide SS with the file he had sent earlier.

**RG/SS**

RG agreed to produce a first draft of a flow-chart which could be used to explain how the appointment booking system works. SC agreed to confirm the revised telephone triage procedure involving ANPs and Paramedics.

**RG/SC**

**7.2 Surgery Website:** SC reported that she and SS are working through the new website section by section to ensure that it is up to date.

**7.3 Patient Information:** SC reported that the service we were looking at to provide a TV information screen in the waiting room had proved inappropriate. The Practice is now looking at providing an in-house system using a large screen TV displaying our own information.

**7.4 Patient Involvement /FFT/Patient Feedback:** SC agreed to provide a report on the 2016/17 complaints at the next meeting.

**SC**

CH proposed that the PPG proactively gather feedback from patients by providing a meet and greet / navigator service from time to time in the Practice. GH/CH agreed to identify organisations from which volunteers could be recruited to help with a meet and greet service. MS agreed to refer any patients who may be keen to assist the Group.

**GH/CG/MS**

GH agreed to produce a first draft of a patient feedback questionnaire. It was agreed that this could be piloted at the same time as 'The Reception Queue Management' trial. HH also agreed to collate the results of the questionnaire.

GH

**8 Any Other Business:**

**8.1 PPG Secretary:** GH offered to take minutes at future meetings if no other volunteer was forthcoming. CH advised that he would ask Hilary Wells directly if she might take this on. It was agreed that the job could be shared.

CH

**9 Date of Next Meeting:** Tuesday 1<sup>st</sup> August 2017 at 5.30pm