

Woodville Patient Participation Group (PPG)

30th April 2019 at 6:30pm

Present : Karen Gothard – Assistant Practice Manager
Harry Jolley
Nick Locke
Micky Locke
Colin Moody
Jenny Slawson
Peter Slawson
Alison Wright – Practice Manager

A new section has been added to the minutes to allow clearer recording of things we have agreed to do in the future. This will avoid the need to keep the item in the main minutes and cause discussion at every meeting.

Previous Minutes

442 Colin resurrected the “what do the doctors want from the PPG” question and Alison agreed to restart the discussions. **Alison**

22 January – Following the negative survey feedback about appointment availability and difficulty making telephone contact, the GPs have suggested that the PPG could help. The aspiration is to reduce waiting time from four weeks to two and then potentially further. One possibility could be to drip-feed the release of appointments for booking. It was agreed that Nick would help the practice to craft a survey to gain an understanding of booking patterns – how many times did the patient try to book before getting in, for example. We will then look to undertake some survey sessions in the waiting room.

5 March – The survey was not done due to other pressures on the practice. However, appointments are now being drip-fed into the system rather than released en-bloc. Waiting for the ANP is down from 21 days to 9, and for GPs from 4 weeks to 3. So, there is a way to go, but progress is being made. Other areas could be encouraging use of on-line access and the health centre hub.

30 April – The meeting agreed to repeat the survey in six months (see new Reminders section). A doctor will be asked to attend the next meeting – with some pre-considered, realistic ideas of how the PPG can help.

450 It was noted that Measham surgery has had some success with “social prescriptions”. We will invite the Living Well Group to present at a future meeting. **Karen**

22 January – The group will be invited to speak to the staff and, if it can be arranged, the PPG. Probably in March or April.

5 March – Carried forward due to other pressures on the practice.

30 April – Karen is waiting for a response. It was noted that the target audience of surgery staff and PPG members is a lot smaller than their usual size of engagement.

462 The forthcoming Always Pledges were discussed and Alison will place the survey link on the web site. Feedback can be submitted until Friday 8th March.

30 April – The survey was added to the website as agreed. The surgery has no visibility of how many patients completed the survey.

Matters Arising

466 Nick read out the PPG-related feedback from the CQC report. Alison confirmed that posters for display in the surgery have now been received. It was noted that “good” is perhaps the best result to achieve for various reasons.

467 Nick had received a letter from the CCG about blood pressure management with an invitation to a discussion forum, but later the same day a further note to say that the forum was already over-subscribed. The note was passed around.

468 Colin noted that he has joined the Patients’ Association and that he has received the latest NAPPG newsletter, along with new editions of Public Face and an NHS Patient Newsletter. **Alison**

He has been involved with “The Way Forward” which is about patient centred care and suggesting that patients should be encouraged to think about how their appointment should run before arriving. The meeting noted that we already have the triage process in place, effectively a step towards this. Alison noted that there is already a leaflet explaining how to get the most from an appointment – the words from it will be added to the TV screen and website, and leaflets may be handed out to patients as they arrive.

469 It was noted that the results of the Friends and Family survey are not visible to the surgery.

470 It was noted that Woodville is using 100% of its allocation of out-of-hours appointments, including the appointments originally allocated to other surgeries which become generally available after 16:00. Colin had heard that in some areas, no more than 2 or 3 appointments per week are utilised.

471 It was noted that the level of complaints received by the surgery is very low.

Any Other Business

470 It was noted that new patient examinations are no longer a part of the process of registering at the surgery.

471 Alison noted that the Park Run organisation is looking to create associations with GP practices. We will invite them to our next meeting. **Alison**

472 Dr Chandra has decided to leave the practice. An advertisement will be out shortly, potentially looking for two part-time GPs. If that approach is taken then it is likely that the total availability of

appointments will increase from its current position.

Reminders

- August 2019 Assess whether we are getting any benefit from our membership of the National Association of PPGs before committing to renewal for a further year.
- October 2019 Repeat the patient survey, focussing on appointments to allow assessment of any improvement.

Date of Next Meeting

Tuesday 11 June at 6:30pm.