

Minutes - Hilary Cottage Patient Participation Group Meeting

Wednesday, 12th March 2014, 11.00 a.m.

Present:

John Read (Patient & Deputy Chairman) JR
Katy Archard (Patient) KA

Dr. Marie Aitchison (HCS Staff) MA
Jan Fisher (HCS Staff) JF
Liz McFadyen (Patient) LM
Gill Northen (Patient) GN
Diane Piatek (HCS Practice Manager) DP
Suzanne Saggars (HCS Staff & Minutes) SS
Graham Young (Patient) GY

Apologies:

Shirley Teague (Patient) ST
Jane Wykeham-Musgrave (Patient & Chairman) JWM

Minute No.	Item	Action
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1. Welcome

Diane Piatek asked for a member of the group to Chair the meeting in Jane Wykeham-Musgrave's absence. John Read kindly agreed to deputise as Chairman for the meeting. John welcomed Liz McFadyen as a new Core member.

2. Apologies

Apologies received from Jane Wykeham-Musgrave and Shirley Teague.

3. Minutes of the Last Meeting

Minutes of last meeting dated 18th September 2013 were agreed and approved. Proposed by Suzanne Saggars and Seconded by Diane Piatek.

4. Matters Arising

4.1 PPG Secretarial Position

It was agreed that Suzanne would continue at present but to re-visit this item in due course.

4.2 Care Quality Commission (CQC)

Diane explained that the CQC Inspection team when they conduct our inspection will want to meet with members of the PPG. All present were in agreement to be involved during an inspection.

4.3 Access to Services

Diane explained the current administrative burden on GPs is immense, cumbersome and not sustainable. There will be a national pilot conducted in nine areas (to include trialling new ways of working including GP SKYPE consultations) and improve access to GPs / range of services. Further details will be shared once known.

There are now 1000+ patients utilising the integrated on-line appointment and repeat prescribing system implemented in October 2013. Initial problems encountered by patients have now been resolved and the new system is working well.

Diane explained that we are trialling a new system for same day urgent GP appointments which will enable doctors to contact/see patients within a shorter timeframe. There has been one trial date completed and further dates have been scheduled. Details will be shared with the Group once the trial is complete & results analysed.

DP

5. Chairman's Report

See agenda item 7.

6. PPG Report and Action Plan 2013-14 Review

6.1 Car Parking

Unfortunately, lack of car parking is an on-going issue which is mirrored by many practices across the country. Suzanne passed on Jane's comments and asked for the group's views regarding an additional disabled space. Unfortunately, this would mean losing two normal slots and it was therefore agreed that as car parking is limited already it could not be justified.

6.2 Improve Access to Services

Dr Aitchison explained that the Surgery does actively review and change clinical sessions to accommodate patient needs to try avoid lengthy delays when patients are waiting to see a GP. All GPs feel it important to give the patient the appropriate time needed for their specific consultation.

The group in general feel that if a GP were to adhere strictly to the 10 minutes allocated per appointment regardless, that patients would be less satisfied with the service. Double appointments (20 minutes) are available to be booked for complex issues.

On-line appointments are currently available to book for routine, 10 minute, GP appointments. The practice will be reviewing this in due course with the view to adding additional services.

DP

7. PPG Patient Survey 2014

A total of 127 patient responses were received. Results have been published on the Hilary Cottage Surgery website www.fairfordsurgery.co.uk and will be displayed in the waiting room.

8. National Patient Survey Results

Weighted results of this survey were generally positive for all categories.

9. Patient Information Presentation

The Surgery has been approached by a bowel cancer screening specialist nurse based at Cheltenham General and Gloucester Royal Hospital to establish whether the Surgery would be interested in a health education

evening for patients about the screening programme. Jane had asked for the information to be disseminated the group for their views and it was agreed this would be beneficial to patients of all ages but would need to be limited to approximately 30 patients due to Surgery capacity. SS
Suzanne to organise as a trial with the view for the group to organise any future presentations.

10. Clinical Commissioning Group

Suzanne disseminated on Jane's behalf a letter from the Associate Director, Patient and Public Engagement, NHS Gloucestershire Clinical Commissioning Group which outlined the initiative 'Joining up your Care'. Further details can be found on the following website
<http://www.gloucestershireccg.nhs.uk/joiningupyourcare/>

11. Increase in Patient Numbers

Although the practice is aware of the community concerns regarding the potential increase in patient numbers as a result of new housing within Fairford, the practice patient population is currently 7245 patients which is 188 patients less than two years ago. Diane reported that the partners have decided to advertise for a GP / Partner at 4-6 sessions per week to replace Dr Sabourin when he retires in July 2014. Diane will update the group on the recruitment in due course. DP

12. Patient Telephone Access Options

Diane asked for the group's views regarding telephone 'number options' i.e. press 1 to book an appointment, or press 2 for any other reason. It was agreed that as patients would be charged as soon as the call was answered by the automated system, the current system is preferable.

13. AOB

13.1 Patient IT Support

This is no longer an issue as general patient queries have considerably reduced.

13.2 Waiting Room Information Screen

A new digital information display screen has been fitted in the waiting room and will be up and running shortly. This will display a wide range of information for patients – much that is currently displayed in hard copy format across noticeboards throughout the Surgery. Diane welcomed the groups' feedback on future items/ topics to be included.

13.3 HSCIC care.data

The Health and Social Care Information Centre were due to extract personal confidential patient data in April 2014 but this has been postponed to the end of the year in order for patients to gain a better understanding of this government initiative.

13.4 Friends and Family

This is a new initiative anticipated to be introduced in December 2014 Further details will follow in due course once they are received from NHS England.

13.5 Virtual Group
John questioned the role of this group and how they are involved. Item SS
to be added to next agenda.

14. **Future Meetings**
It was proposed to meet more frequently than twice per year. The group
suggested three 'formal' meetings per year in March, June and October,
preceded by three 'informal' meetings whereby just patient
members meet. Suzanne to raise suggestion with Jane for her views / SS
agreement.

15. **Date of Next Meeting**
Pending the outcome of agenda item 14, it is proposed that the next
meeting will be held in June 2014, exact date to be confirmed.