

Minutes - Hilary Cottage Patient Participation Group Meeting

Wednesday, 18th September 2013, 2 p.m.

Present:

Jane Wykeham-Musgrave (Patient & Chairman) JWM
Frances Lawrence (Patient & Vice Chairman) FL
Dr. Marie Aitchison (HCS Staff) MA
Diane Piatek (HCS Practice Manager) DP
Celia Kennedy (Patient) CK
John Read (Patient) JR
Suzanne Saggars (HCS Staff & Minutes) SS
Graham Young (Patient) GY

Apologies:

Jan Fisher (HCS) JF
Liz McFadyen (Patient) LM
Gill Northen (Patient) GN
Shirley Teague (Patient) ST

In Attendance:

Patrick McMahan (Patient and Virtual Member) PM
Peter Stoward (Patient and Virtual Member) PS

| Minute No. | Item | Action |
|-------------------|---|---------------|
| 1. | Welcome The Chairman welcomed John Read and Liz McFadyen as new Core members. | |
| 2. | Apologies Apologies received from Jan Fisher (HCS Staff), Liz McFadyen (Patient), Gill Northen (Patient) and Shirley Teague (Patient). | |
| 3. | Minutes of the Last Meeting Minutes of last meeting dated 27 th March 2013 were agreed and approved. Proposed by Celia Kennedy and Seconded by Graham Young. | |
| 4. | Matters Arising - Previous Minutes | |
| 4.1 | <u>Patient Understanding of PPG</u> Chairman outlined her on-going concerns regarding patients' understanding of the PPG. It was suggested that items displayed on the PPG noticeboard in the waiting room should be removable in order for patients take away and read. Diane Piatek gave an update on the role of the PPG in order to clarify the Group's understanding. | SS |
| | Diane and Frances Lawrence to liaise in order to discuss poster for display in Fairford library. | DP/FL |
| | A change to the Group's name as outlined at the last meeting was considered inappropriate. | |
| 4.2 | <u>Chairman's Report</u> Dr Sabourin agreed following the last meeting to write an article "Day in the Life of a GP". | ACS |

4.3 Car Parking
Graham Young confirmed that the Bowling Club do not feel it is appropriate for patients to utilise their car park during peak times. Suzanne Sagers stated that Hyperion Nursing Home had been approached regarding the use of their car park for patients but raised concerns regarding liability and it was therefore considered not a viable option. Diane reiterated that all Hilary Cottage staff who live locally are encouraged to walk to work.

4.4 Staffing Update
Suzanne reported that individual team members within Reception would give their name when answering telephone calls if they feel comfortable doing so. It has therefore been left to individual team members' discretion whether or not they state their name when answering the telephone.

5. **Chairman's Report**

It was felt that there is still a lack of understanding by patients of the amount of necessary work behind the scenes." The Chairman thanked the Practice for their work on PPG Report and Action Plan. Chairman is keen to understand how patients can learn to support GPs.

Chairman commented on the poster displayed at Reception regarding tolerance to violence. Suzanne explained that although in general incidents are relatively low, the recent signage in the Reception area was prompted as a result of a recent incident whereby a member of staff was verbally abused by a patient both in person and over the telephone. Historically, a poster has been displayed within the waiting room but it was felt by staff that something more prominent was required in the Reception area.

6. **Patient Surveys**

6.1 National Patient Survey July 2012 to March 2013

Diane discussed the results of a national survey for Hilary Cottage Surgery which were very positive. The results were discussed by the Partners and it was agreed to focus on the following:

- 6.1.1 • Ease of getting through to someone at the Surgery on the telephone - Diane stated that there are plans to review the current telephony system. DP
- 6.1.2 • Impression of waiting time whilst attending the Surgery for an appointment – since catch-up time had been introduced, the Partners were keen to seek the view of the PPG of their experiences and whether more needed to be done in this area. The members of the PPG present did not feel this is a problem and that they knew GP appointments ran late for a reason, including giving patients longer than the booked ten minutes if the patient needed it. They would be more likely to complain if they were made to feel rushed during consultations in order for GPs to run on time. Graham commented that his recent visit to the Phlebotomist was quick and overall was an excellent experience. DP

- 6.2 Patient Survey 2014
Diane asked ALL to consider specific areas of focus pending the next patient survey which needs to be disseminated to patients early 2014. ALL
7. **PPG Report and Action Plan 2013-14 Review**
- 7.1 Car Parking
See Minute no. 4.3 above. Unfortunately, an on-going issue which is mirrored by many practices across the country.
- 7.2 Improve Access to Services
Staff training booked in October 2013 for the introduction of on-line appointment / repeat prescription booking / text reminders for patients. It is hoped that this facility will be available to patients in November 2013. More information to follow on this subject once staff training complete. DP
- 7.3 Patient Engagement
University of the Third Age (u3a) was suggested as a platform to promote the role of the PPG.
8. **PPG Newsletters**
Diane discussed that a previous PPG member had created the first PPG newsletter last year. Mr John Read kindly agreed to produce the next newsletter with input from Suzanne. JR/SS
9. **CQC (Care Quality Commission)**
A new regulatory commission which will inspect every GP practice to ensure compliance in all aspects of patient care i.e. information governance, infection control, confidentiality etc. Typically a practice will be given 48 hours' notice of an inspection. Diane stated that it is likely a CQC inspector will want to speak to the Chairman or members of the PPG to ascertain their understanding of the CQC. Copies of the CQC guide for PPG's June 13 was circulated to all Core members. JWM/ALL
10. **Friends and Family Test**
This is a new government driven initiative to be introduced into general practice next year to capture data from patients about their experience of visiting their GP. Further details will follow once known. DP
11. **PPG Support Groups (Information Evenings)**
Suzanne recently attended another Surgery's PPG meeting who have organised many successful information evenings for patients on specific topics such as Dementia and Ovarian Cancer.
12. **PPG Secretarial Position**
Frances volunteered to take over this role, but felt unable take on the minutes. Frances and Suzanne to meet outside of meeting regarding next steps. FL/SS

- 13. AOB**
- 13.1 PPG Patient Awareness
John suggested a 'live' link on Hilary Cottage website promoting the Group's role. John / Diane / Suzanne to meet outside of meeting to take forward. JR/DP/SS
- 13.2 Chairman's Appreciation
The Chairman thanked all the members of the Surgery staff for their hospitality, help and support.
- 13.3 Repeat Prescribing
Frances highlighted errors with ordering repeat medication on-line. Diane acknowledged concerns and stated that even though the errors are relatively small in comparison to the volume of requests received, each instance must be investigated individually to find out what went wrong. Suzanne to liaise with the Dispensary Manager regarding this. SS
Dr Aitchison updated the Group regarding GP Medication Reviews which audit patients' medication and compliance. Diane also stated that the new on-line medication re-ordering system, via the clinical software, which will be implemented by the end of the year is a much improved system for patients.
- 13.4 Care.data
Recent changes in the law compel GP Practices to allow access to our patients' medical records. The Health and Social Care Information Centre will extract personal confidential data such as patients' DOB, NHS Number, Referrals, Prescriptions and other clinical data on a monthly basis to help decide on, and plan for, any changes to current health and social care services. In addition to a national advertising campaign we also publicise this to our patients, and giving them the option to Opt Out from having to share their data. All information is displayed within the Surgery and also on our website.
- 14. Date of Next Meeting**
The proposed date for the next meeting is Wednesday 19th March 2014 at 2 p.m.