

## Minutes - Hilary Cottage Patient Participation Group Meeting

Wednesday, 25<sup>th</sup> February 2015, 1.30 p.m.

### **Present:**

John Read (Patient & Chair) RJR  
Dr. Marie Aitchison (HCS Staff) MA  
Diane Piatek (HCS Practice Manager) DP  
Liz McFadyen (Patient) LM  
Gill Northen (Patient) GN  
Suzanne Saggars (HCS Staff & Minutes) SS  
Ann O'Hara (Patient) AO  
Graham Hewitt (League of Friends) GH  
Sarah Basley (Patient) SB  
Martyn Merrett (Patient) MM  
Jane Read (Patient) JR  
Margaret Davey MD

### **Apologies:**

Stephen Andrews (Patient) SA  
Helen Ross (Patient) HR  
Tina McCready (Patient) TM  
Peter Jay (Cirencester PPG Chair) PJ  
Sophie Ayre (Healthwatch) SA

- | <b>Minute No.</b> | <b>Item</b>  | <b>Action</b> |
|-------------------|--|---------------|
| <b>1.</b>         | <b>Welcome and Introduction</b><br>Chairman welcomed new members to the Group. LM confirmed we now have 14 active members.<br><br>Chairman gave an overview of another local PPG who have successfully:<br>Organised a new practice website;<br>Arranged support groups for patients struggling with long-term conditions;<br>Contacted other PPGs to discuss the future of services such as Cirencester hospital. |               |
| <b>2.</b>         | <b>Apologies</b><br>Apologies received from SA, HR, TM, PJ and SA.   |               |
| <b>3.</b>         | <b>Minutes of the Last Meeting</b><br>Minutes of last meeting dated 22 <sup>nd</sup> October 2014 were agreed and approved.  |               |
| <b>4.</b>         | <b>Matters Arising</b>   |               |
| 4.1               | <u>Recruitment of PPG Members</u><br>SS reported that trying to capture new members at point of registration with the Practice has not been successful and is time consuming. It was agreed to revert to the previous method of advertising the Group at Reception by using a poster and providing a short application form.   | SS            |
| 4.2               | <u>Summary Care Record</u><br>Chairman asked whether a direct link to the Summary Care Record could be placed on the website homepage as it is only currently available via Repeat Prescriptions and Appointments tab.   | DP            |

5. **Chairman's Report**  
 Chairman asked for reports to be added to the website. Previous draft report will be amended to reflect that the Group is not responsible for individual complaints received by patients but only those that benefit the wider practice population. SS  
 JR
6. **Healthwatch Gloucestershire**  
 Healthwatch was established in April 2013 and is a consumer champion for health and social care in England giving children, young people and adults a powerful voice. It is hoped that a representative will attend a future meeting.
7. **Patient Feedback**
- 7.1 National Patient Survey Results  
 DP gave an overview of the results which covered the period July to September 2014.
- 7.2 Friends and Family Test (FFT)  
 The NHS friends and family test (FFT) is an important opportunity for patients to provide feedback on the services that provide their care and treatment. Patient feedback will help NHS England to improve services for everyone. Patients can use the Practice website or pick up a questionnaire from Reception if they wish to provide feedback. Results of the FFT results for December and January were circulated. The main trend was lack of available GP appointments.
- 7.3 Appointments Presentation  
 DP provided a presentation outlining the appointments system within the Surgery in order for the Group to gain a better understanding.
- Statistics for a year on year analysis of patients who do not attend (DNA) for their GP appointment were discussed. Results show an increase in DNA's year on year and during this 4 week period 8.67 hours of GP time was wasted. The majority of DNA's were from patients booking their appointment 6+ days in advance. A text reminder service 3 month trial is being rolled out imminently which is hoped will see these reduce in future (see item 10.2.1)
- PPG keen to publicise. (see action plan)
- Patients currently finding it difficult to get follow up diabetic appointments after having a blood test. To review with Emma - diabetic Nurse. DP
- PPG members keen to know how the practice will cope with the increased demand due to the planned housing developments. (see item 10.2.3)

**8. Issues Raised by Patients**

Spreading infection in the waiting room - 2 wall mounted hands free sanitizing gels are located in the main reception area by the self check-in and in the waiting room by the door into the GP corridor. We also have a protocol for patients who are seriously ill or contagious – the GP would make the decision as to whether they attend the surgery. If felt appropriate to do so then these patients are asked to sit in the corridor or in the minor ops/resuscitation room (depending on the nature of illness) and out of the main waiting area.

Note- Poster to be displayed by the gel dispensers. DP to arrange.

DP

**9. PPG Report and Action Plan 2014-15 Review**

Action Plan 2014/2015 reviewed and a plan of agreed priorities for 2015/2016 agreed. (see report)

**10. Practice Report**

**10.1 Care Quality Commission (CQC) Report**

The final report has not yet been received by the practice but will be publicised on receipt.

**10.2 Planned Developments**

**10.2.1 • Text Reminder Service Trial**

Software installed and training now completed by practice staff and is being rolled out imminently. Text appointment reminders for appointments with all clinicians will be sent as well as other health related messages. Patients can cancel their appointment at this time if they cannot or do not wish to attend. Patients can opt out if they so wish.

As part of the start-up process a consent text will be sent to all patients with a mobile telephone number on record. Consent is captured at registration for any new patient. Patients aged between 5 and 16 will not be sent texts messages.

**10.2.2 • Skype pilot for GP/ patient follow-up consultations**

Dr Crooke is participating in a trial as part of NHS England new ways for working initiative. Due to information governance and technology issues, Dr Crooke will be inviting selected patients to take part in this trial. The outcome will be shared in due course.

**10.2.3 • Premises improvements**

The practice has sent an expression of interest application to NHS England with the aim to improve access to the main reception & dispensary area and to install a lift to the upper floor with the view of creating additional consulting rooms to satisfy demand from proposed developments. Graham Hewitt asked whether the practice had approached the developers at the Football Club site as funding may be available from them to assist with this project. DP to liaise with the Partners.

DP

10.3 Practice Website  
JR had researched the web providers available for GP surgeries and concluded that the practice had one of the better ones available. DP stated that the website content is very comprehensive and displays all the statutory information required as well as an abundance of local health related information for patients. The website is template driven and there is not a great deal of flexibility in making alterations to layouts. JR passed DP a patient's critique of the current website for information.

**11. PPG Articles in Local Parish Magazines**

Anne and Liz to arrange to draft regular articles of interest.

Priority topic – volume of GP appointments missed and introduction of text appointment reminder service. AO/LM

**12. AOB**

Nil discussed.

**13. Date of Next Meeting**

The next PPG meeting has been scheduled for Thursday, 11<sup>th</sup> June at 1.30 p.m. The pre-PPG without HCS staff in attendance will take place on Thursday, 9<sup>th</sup> April 2015 at 2 p.m.

The following meetings have been re-scheduled so not to clash with school holidays as follows:

Pre-meeting – Thursday 10<sup>th</sup> September – time tba

Full Meeting – Wednesday 23<sup>rd</sup> September at 1.30 p.m.