

Minutes - Hilary Cottage Patient Participation Group Meeting

Wednesday, 27th March, 2 p.m.

Present:

Jane Wykeham-Musgrave (Patient & Chairman) JWM
Frances Lawrence (Patient & Vice Chairman) FL
Suzanne Sagers (HCS Staff & Minutes Secretary) SS
Jan Fisher (HCS Staff) JF
Celia Kennedy (Patient) CK
Gill Northen (Patient) GN
Shirley Wood (Patient) SW
Graham Young (Patient) GY

Apologies:

Dr Marie Aitchison MTA
Kathleen Pettifor KP
Diane Piatek DP

In attendance:

Graham Hewitt (Chairman League of Friends) GH

Minute No.	Item	Action
1.	Apologies Apologies received from Diane Piatek and Dr Aitchison. Suzanne Sagers passed on Kathleen Pettifor's apologies and resignation from the Group due to family circumstances. Suzanne to send thank you letter to Kathleen on behalf of the Group for her support and involvement.	SS
2.	Minutes of Last Meeting Minutes of last meeting dated 7 th November 2012 were agreed and approved. Proposed by Shirley Wood and Seconded by Graham Young, subject to the inclusion of Gill Northen's apologies which have been omitted.	SS
3.	Matters Arising Chairman welcomed all to the meeting, including Graham Hewitt, the League of Friends Chairman. Chairman accepted Frances Lawrence's apologies for having to leave early due to another commitment. Chairman passed on her congratulations to Dr Aitchison following the birth of her son.	
3.1	<u>Patient Understanding of PPG</u> Chairman outlined her concern over the apparent lack of understanding regarding the Group's role and felt more publicity was required in order to promote further. It was therefore proposed that an article outlining PPG role is placed in local Parish newsletters, such as Ripples, CHEQS, Glos & Wilts Standard and Kempford Parish News. Suzanne to draft article for agreement by all Core members. All Core members present to liaise with individual Editors of Parish Newsletters regarding publicising article in due course. Consideration to be given to produce monthly article to promote specific topics that could be of interest.	ALL SS

The Group is now advertised on the Visual Display Board in the patient waiting room as well as a poster and information leaflet in Reception.

Frances has gained agreement from Fairford Library to display a poster, no larger than A4, advertising the Group. Suzanne to email Frances poster used within the Surgery for Library advertisement. SS/FL

Chairman questioned whether a change to the Group name is appropriate in order for it to appeal to a wider patient audience. To be discussed at next meeting. SS

4. **Chairman's Report**

Main concern was the apparent lack of interest in the Group. The Chairman had given Diane an article from a Cheltenham GP, with permission, on the "Day in the Life of a GP" suggesting that a similar article could be written by a Fairford GP. It was acknowledged that although this would initially be additional work for a GP, in the long run the Surgery would benefit as many patients have a lack of understanding regarding 'behind the scenes' work GPs do on behalf of their patients. Suzanne to approach Dr Sabourin in first instance and if agreed, this article could be linked to PPG article. SS

The Chairman was delighted to see details of the PPG advertised on the waiting room display unit.

5. **Patient Survey Results 2012/13**

5.1 Car Parking

Recent Survey results highlighted lack of car parking facilities as an issue for patients. Suzanne informed the Group that Practice staff working less than six hours a day, are asked to park in the Bowling Club car park to ease congestion. Graham Young to ascertain whether Bowling Club are prepared to allow patients to use their car parking facilities and inform Suzanne accordingly. If agreement received, Suzanne to explore possibility of signage in Surgery car park regarding overflow car parking available, as well as displayed within Surgery premises. Chairman asked Graham Young to thank Bowling Club on behalf of PPG for their generosity. GY SS GY

Core member raised concern that one of the Surgery GPs had used the disabled car parking space inappropriately. Suzanne to feedback to GPs. SS

Chairman raised concern regarding the lack of lighting when leaving the Surgery to the car park. Suzanne to investigate and adjust accordingly. SS

5.2 Patient Survey Questionnaires

Celia Kennedy kindly gave up her time to hand out hard copy Patient Survey Questionnaires in the Surgery waiting room and reported that patients were concerned regarding access to the same GP. *This area has been identified for change/improvement as part of the PPG Action Plan for 2013/2014 – see Minute no. 6)*

Chairman thought Question 8, Local Support Groups was slightly misunderstood and this could account for lack of patient interest in this area.

Feedback from Karen Lewis, who had originally helped to set up the PPG, had experienced considerable help to patients who had attended small groups with a GP on subjects such as Stress, Depression, Menopause, Bereavement and Dementia. The initial time given by a GP had often reduced the number of individual consultations, and patients had benefited from sharing their problems with others in similar positions.

Graham Hewitt stated that a Dementia support group has been formed within the Fairford area and although it was acknowledged that patients have considerable access to information locally and via the internet, it was proposed to approach GPs to ascertain whether a pilot 'information / discussion evening' would be considered / approved. Jan Fisher to approach her own surgery to gain feedback on their recent 'information evening'. SS JF

Jan highlighted that a Carers self-help group might be worthwhile.

6. Draft PPG Report and Action Plan 2013/14

The Draft PPG Report and Action Plan were agreed in principle. Areas identified for improvement / change agreed as follows:

- Car Parking (*see Minute 5.1*)
- Improve Access to Services
 - o Offer a text reminder service with the aim of increasing access to appointments with same GP and reducing patients who do not attend
 - o Offer on-line appointment booking for patients

7. Staffing Update

Suzanne reported that Dr West will cover Dr Aitchison until her return from maternity leave in August 2013. Chairman was pleased to hear that Dr McCleary has returned from long-term sickness with reduced clinics.

Suzanne reported that the Reception team is undergoing a period of unprecedented change with three new team members. Suzanne was asked if individual team members could give their name when answering telephone calls. Suzanne to implement as soon as possible. SS

8. Virtual Group Patient Feedback

Feedback received regarding Patient Survey from one Virtual member with concerns regarding the lack of interest in support groups.

9. Care Quality Commission (CQC)

CQC is a Regulatory body that all GP practices in the country have to register with by 31st March 2013. They will be inspecting GP surgeries in the future in terms of compliance.

The inspections are outcomes driven and they will be asking to speak to patients / look at patient feedback / survey results etc. as well as talking to staff, looking at statutory items, policies and procedures etc.

10. AOB

10.1 4 X 4 Response Team (for winter snow periods)

Suzanne stated that during the last period of snow, GPs did use this service as a one-off during the recent snow period. Graham Hewitt stated that there are two League of Friends drivers with 4 X 4 and he will therefore establish whether League of Friends can assist GPs during snow periods for a fixed charge. GH

10.2 League of Friends Volunteer Car Service

Suzanne and Graham Hewitt to meet outside of meeting to discuss data capture. SS

10.3 Gloucestershire NHS Foundation Trust

Chairman mentioned a letter she had received from Gloucestershire NHS Foundation Trust asking whether there was any interest in joining support group. Core members present did not feel able to commit at this stage.

10.4 Gloucestershire Link

Gloucestershire Link is an independent organisation set up in 2008 under the Local Government and Public Involvement in Health Act (2007). The primary role of this group is to collect views of health and social care services from the public and report to providers of the service. The group have asked for PPG volunteers to join them. Chairman unable to commit to this group at present and therefore asked for details to be circulated to Core members via email outside of meeting. SS

11. Date of Next Meeting

The proposed date for the next meeting is Wednesday 18th September 2013 at 2 p.m. Diane / Dr Aitchison to confirm availability. DP/MTA