

Hilary Cottage Surgery
Minutes of Patient Participation Group Face to Face Meeting
held on Wednesday 23rd November 2011 at 2.30pm

Present:

Patients: Katy Archard, Gill Northen, Frances Lawrence, Kathleen Pettifor, Mick Towler, Shirley Wood
Jane Wykeham-Musgrave, Graham Young

Staff: Dr. Marie Aitchison, Jan Fisher (Practice Nurse), Diane Piatek (Practice Manager)

Guest Speaker: Karen Lewis

Apologies:

Celia Kennedy; Tom Archard

Agenda items:

1. Welcome and introductions/ground rules
2. The Practice – Details and background
3. The Group – Purpose and idea
4. Possible topics to consider
5. Date of next meeting

Discussion Notes

Diane Piatek welcomed everyone to the group and the first face to face meeting. Diane briefly explained the background to the practice and the reasons for setting up this group, together with the aims & purpose of the group going forward. It was felt that this group will be an integral part in helping to open up the two way communication between patients, the practice and the wider local community by improving access & knowledge of health care services and health information to the wider community. The core group would hold two face to face meetings and the majority of communication would be via email. In addition to the ten core group members, there are currently three virtual members. Invitation to join the PPG has been opened up to the whole practice population and has been advertised by hard copy leaflets on Reception, notices put on repeat prescriptions and on the news screen on the practice website. There is also a dedicated PPG page on the website. The League Of Friends of Fairford hospital are also keen to be involved with the PPG but unfortunately no-one was available to attend this meeting.

Diane introduced Karen Lewis as our guest speaker. Karen has her own business and has many years experience of working with General Practice with the emphasis on staff training. She is also the Chair of her own practice PPG in Worcestershire. Karen shared her own experiences in helping to set up and run their group, together with key focus areas & objectives set.

Diane ran through some key changes/ improvements made at the practice over the last couple of years including changes to the staffing team and the operational changes made to the appointment systems. Issues were also discussed regarding appointment limitations for GPs who only work part time, GP clinics frequently running late, and the same day triage system. It was discussed that the appointment system is currently under review and patients will also be consulted on how we can improve this in the future.

Dr. Marie Aitchison explained the reasoning behind why there was a change made to the old system of patients being able to book urgent same day doctors appointments directly with the Receptionist to a triage system where the doctor would telephone the patient first to assess the illness or injury and decide the most appropriate course of action. It was felt that the system was working well and this was re-iterated by members of the group who had themselves used this service. It was also discussed that there had been initial teething problems and were aware that the change we would not suit everyone. The system is currently under review so that we can offer an even better service to patients.

General discussion points:

Jane stated that she has been a patient of the surgery for many years and that the doctors and staff were doing a wonderful job. This was seconded by the majority of the group. It was stated that the Receptionists have a very varied, demanding and frequently stressful role and unfortunately staff are not always treated in a favourable manner by some patients. It can be very difficult for them as they are trying to do their very best with the resources that they have.

Diane stated that annually we review our compliments, concerns and complaints and in the period 2010/11 we received 15 complaints compared with 14 compliments and 29 favourable comments written in the feedback book. This year, we are expecting the number of complaints to have risen due to the changes to the appointment system which we are committed to resolve. We continue receive many compliments and favourable comments.

The lack of information for support / groups available was discussed. It is difficult as the practice can not put similarly diagnosed patients in touch with each other for support as we would be in breach of confidentiality. Support was available from the larger charities e.g. Macmillan etc but it was felt that this came too late and was not always helpful. Information available for other groups available locally via the health visitors / midwife were deemed invaluable for new mums. Information for local/national support groups e.g. Samaritans including information / contact details - could be displayed on the notice board in the waiting room. Diane stated that there is a list of support groups displayed in the back of the practice leaflet and also on the internet. Diane would review.

Review of the Waiting Room –what is liked / disliked by patients

- Digital Display felt very useful especially when displaying messages to patients – when a doctor runs late etc. Diane stated that there were limitations with the amount of content that could be displayed as displaying too much caused the system to stall and not display anything.
- Audible bleep on the digital Display Screen in waiting room – could this be adjusted to offer high / low frequency beeps to help patients who are hard of hearing. Diane to investigate and report back.
- Self check in was liked.
- All felt it a good idea to offer a water dispenser in the waiting room for patients to use. Diane will investigate.
- Possible breaches of confidentiality – patients sitting in the waiting room and being able to hear the Receptionist at the front desk. - Piped music was not a

popular option with the group. Karen advised that there are “white noise” mufflers available on the market. Diane to investigate costs and whether this would cause any interference with hearing aid users and all felt it a good idea for a trial period.

- The large notice board in the waiting room seemed always cluttered with too much information displayed. Diane stated that a member of staff is responsible for keeping the notice board up to date & would initiate a review with them.
- Leaflets in the corridor – it was felt that this was not the best location to put these as not many patients knew easily about all the information held there until walking to or from the doctors room. It was discussed that the existing location was difficult to change due to the lack of wall space.
- Frances asked whether provision had been made to communicate PPG information etc. to non email / computer users. Diane stated that there will be a dedicated notice board in the waiting room to display information. One had been purchased but was awaiting installation. Also, information would be available in hard copy at the front desk. Information would also be available electronically from the surgery website www.fairfordsurgery.co.uk
- Frances suggested that it would be a good idea to put a link to the surgery website on the Library desktop computers as this was a place that people congregated to use computers in the locality. Frances was going to investigate this.
- The Art displayed in the waiting room was well liked.

Focus Areas Discussed:

Decide on short / medium / long term goals.

Short Term:

- Constitution (not yet signed) & Terms of Reference agreed
- Election of a Chair & Secretary – all to have a think about
- Production of a quarterly Patient Newsletter by the PPG
- Frances to liaise with the Library regarding a link to the surgery website
- Questions for a Patient Survey – the group were not keen on the generic surveys available and would prefer to draft our own questions. Diane to circulate some ideas. Plan to commence survey in January with all results analysed and an action plan in place by the end of April. A member of the group could maybe sit in the waiting room and hand out questionnaires. Results of the survey to be discussed and an Action Plan produced at the next meeting. This will be published to patients and will be available in electronic and hard copy format.

Medium / long term goals will be decided at the next meeting in conjunction with the survey analysis.

Dr. Guy Knights

Sadly, everyone was aware of the untimely sudden loss of our dear respected colleague and friend Dr. Guy Knights. There is a Remembrance Service at Poulton Church on Saturday 10th December – confirmed time **3pm**. The Book of Condolence is now at the surgery for you to leave your messages and memories. Our thoughts are with his family at this sad time.

Meeting Closed at approx 4pm

Date of next meeting: 25th April 2012 at 2.30pm