

**Hilary Cottage Surgery**  
**Minutes of Patient Participation Group Face to Face Meeting**  
**held on Wednesday 7<sup>th</sup> November 2012 at 2.00pm**

Present:

Patients: Shirley Wood, Jane Wykeham-Musgrave (Chairman), Celia Kennedy, Graham Young

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

1	<p><b><u>Agenda items:</u></b></p> <p><u>Apologies</u> - Kathleen Pettifor. <i>Katy Archard, Tom Archard, Frances Lawrence (emailed apologies not picked up before the meeting)</i></p> <p>Thanks were offered by the Chairman to Dr. Aitchison for attending the meeting whilst on maternity leave, and best wishes were given for her forthcoming arrival.</p>
2	<p><u>Minutes of last meeting</u> – Agreed – Proposed by: Shirley Wood Seconded by: Graham Young</p>
3	<p><u>Matters Arising</u></p> <p>The Chairman offered thanks to Mick Towler who has resigned from the Core group for all his input over the last year. Diane has also emailed her thanks separately for all his support in helping with the Patient Survey and the Newsletter.</p> <p><u>Role of the PPG</u></p> <p>The Chairman felt that patients were still not aware that the Group exists and what role it has. It was agreed to promote and increase awareness of the group's existence with patients. (Item further discussed under Survey Action Plan below).</p> <p>It had been previously mentioned that some surgeries offer seminars run by health professionals for patients on specific health topics – would there be interest here from patients? This will be added as an item to our next patient questionnaire.</p> <p><u>Survey Action Plan 2012-2013</u></p> <ul style="list-style-type: none"><li>○ All the action items for the Waiting Room have been completed.</li><li>○ Information for support / groups available- Shirley will still help with this.</li><li>○ Audible bleep on the digital Display Screen in waiting room – it was felt that the sound frequency of the beep had improved.</li><li>○ Appointments – GP Availability – generally felt that this had improved with more Doctor availability and better access to the GP of choice. Partners are mindful that there have been a lot of GP changes and these changes will take time to bed in. Additional catch –up times allocated in the GP clinic is very effective and helps reduce delays and GPs running late. The duty doctor triage system is also working well. Patients not attending their appointments (especially with the Nurses) tended to be more for the health promotional type</li></ul>

(e.g. smoking cessation), but were not felt to be on the increase. A paragraph in the next newsletter on missed appointments may be beneficial.

- o Patient engagement - as already discussed in item 3, it was agreed to promote and increase awareness of the group's existence with patients. It was felt that the notice boards in the waiting room were very wordy and you were bombarded with information and was felt that could inhibit patients from reading them. It was suggested that a sign displayed between the self check in and the Dispensary hatch and was agreed as a good idea. Diane will look arrange to action this & to contact Frances to see if she could liaise with the Library to see if they will display a PPG notice. It was also suggested that a notice be displayed in Boots / Fairford Hospital and on the Church Notice Board. Celia attends a monthly café morning in Kempsford, and she has agreed to take copies of PPG info / newsletters etc there. Jan agreed to draft an article for the Ripples magazine.

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#### Chairmanman's Report

Covered under Matters Arising. The Chairman offered thanks to Diane for all her work in producing all the previous PPG paperwork including the Report & Action Plan for 2012-13.

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#### Staffing Update

**GP's** – the GP staff changes as advised in the recent newsletters has come into effect. Dr Aitchison went on Maternity leave on 1<sup>st</sup> November and Dr Penny West has replaced her over four mornings a week (Monday – Thursday) to cover the maternity leave. Dr Caroline Hand starts as a replacement for Dr Chris Loch on 1<sup>st</sup> January 2013 with Dr Anna Martindale is covering two days a week until this time. Dr Pauline McCleary is still absent on sick leave and Dr Hannah Deakin is continuing to provide cover for us.

**Reception Staff** – Gail McSorley has left us and Julia Strong and Linda Archer have joined the team as replacements. They have both settled in well and are currently undergoing in depth training.

**Reception Team Leader / Patient Liaison** – Suzanne Saggars is our new Team Leader & Patient Liaison contact. As well as line managing the reception team, Suzanne will be the new point of contact for all patient communication (compliments / complaints etc) together with taking over all the PPG communication & correspondence. She will be attending the next meeting so you will all get to meet her. Diane will maintain overall responsibility, and as this is a new role we wish Suzanne every success within it.

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#### Patient Survey 2011/2012 – Action Plan 2012/2013 Update

Covered under Matters Arising.

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#### Repeat Patient Survey - 2013

It was agreed to repeat the patient survey for the month of January 2013. The results will be collated and circulated during February 2013 at a further meeting held to discuss the results and agree the Report & Action plan in March 2013. It was felt that

the survey questions should be agreed by the group rather than use a generic questionnaire. Diane will circulate a draft in due course.  
Celia agreed to help out during January to give out Questionnaires in the waiting room to patients, and Marie felt that all GPs could hand out copies after their consultation to receive feedback on our service.

The practice is undertaking a clinical software change in February 2013 and online appointment booking & text messaging reminders will be available to patients in the future.

#### Virtual Group – Patient Feedback

A copy of the draft Patient Survey Questionnaire will be circulated to the Virtual Group for their input.

A recent request from a patient for a radio / background noise be considered for the waiting room –the group felt that as patients were asked this previously and it was not deemed a popular choice, it was agreed not to be looked into further.

#### AOB:

- The Chairman thanked all staff at the surgery for their continued hard work.

Meeting Closed at approx 3pm

Date of next meeting: 2pm Wednesday 27<sup>th</sup> March 2013