

HILARY COTTAGE SURGERY
PPG MEETING MINUTES
22nd October 2014 at 1.30 pm

Present (Patients): Chairman: John Read, Gill Northen, Liz McFadyen
Surgery staff: Diane Piatek & Dr Marie Aitchison

Item	Subject	Discussion	Action
1	Apologies Resignations received	Katy Archard, Shirley Teague, Suzanne Sagers Resignations received from Celia Kennedy (would still like to remain in contact by email), Patrick McMahon & Jan Fisher (staff member).	
2	Minutes of last meeting	Agreed as a true record and signed by the Chairman	
3	Matters Arising	Gill asked whether the practice had received a CQC inspection. Diane stated that today we have received notification of inspection on Tuesday 11 th November. Further details will follow and PPG involvement notified.	All
4	Chairmans Report	A pre-meeting was held where all virtual members were invited to attend (separate notes of meeting to be circulated). Diane stated that the practice is required to have a Patient Group as a contractual requirement from April 2015. John discussed the role of PPG – to act as critical friend support two way communication between patients and practice staff and to identify issues. John also discussed how the PPG should operate in future but this comes down to the resources available. If the PPG had sufficient proactive members health days and fundraising activities could be organised but this depends on the	All

		right people to do it. It is proving difficult to run and sustain a voluntary group at present in the locality with many well established groups having difficulty and some unfortunately folding. The PPG needs to be realistic in getting new members and maintaining membership in the future.	
5	Virtual Members – Roles and Responsibilities	It was discussed at the pre-meeting that it was not clear what the responsibilities were for virtual members, It was therefore agreed that the group would no longer continue with “Core & Virtual” members but would continue as one group. Membership could be opened up to all patients with new patients offered to join the group as part of the new patient registration pack (Diane to organise with Suzanne – PPG sign up form with consent to share email address with other PPG members). Meetings in future to be arranged between members in a local venue (e.g. community centre) and 8 or 10 representatives / whoever is free to attend will attend the face to face meetings with the practice. It was still felt beneficial to maintain the face meetings (3 or 4 a year) and not just communications by email. John has links with all the local publications (Ripples/Parish Councils etc) to publicise the PPG group activities. Graham Hewitt, Chairman of the League of Friends of Fairford Hospital to be invited to the next meeting.	All Diane/Suzanne Suzanne
6	Patient Information Evenings	Consider themed events for next year once membership increased.	All
7	Healthwatch Gloucestershire	Leaflets distributed (also available in the waiting room) regarding Healthwatch activities and contact details.	All

8	PPG Secretarial Position	Members felt that Suzanne should stay as main point of contact and continue to act as for the face to face meetings. Separate arrangements will be made for group PPG meetings and minutes/notes circulated as a matter of course.	All
9	Friends and Family Test – Dec 14	<p>The GP contract requires all practices to implement a Friends & Family Test (FFT) with effect from 1st December 2014. This allows patients to feedback on a recent experience of the service provided by the practice. We will offer the FFT electronically on the practice website and also will be available in hard copy at the reception desk.</p> <p>The FFT comprises of 2 questions – 1 mandatory question (statutory wording as requested by NHS England) and one free text question wording decided locally.</p> <p><u>Mandatory question wording:</u> <i>We would like you to think about your recent experience of our service.</i> <i>How likely are you to recommend our GP surgery to friends and family if they needed similar care of treatment?</i> <i>Reportable answers: Extremely likely /likely/ neither likely or unlikely/ unlikely/ extremely unlikely / don't know</i></p> <p>Results will be reported monthly to NHS England.</p> <p>Free Text Question wording agreed as follows: <i>If we could change one thing about your care or treatment to improve your experience what would it be?</i></p> <p>The practice has decided that results of the 2nd question will not be publicly reported but will be analysed by the practice and shared with the PPG for</p>	

		discussion at future meetings.	
10.	PPG Report & Action Plan 2014 review	<p><u>Action Plan Review:</u></p> <ul style="list-style-type: none"> • <i>Urgent same day appointments</i> – achieved with additional capacity/resources allocated on peak days & after bank holidays and the type of appointments available. This is under constant review by the practice. • <i>Improve access to services</i> – text reminder service – offered to patients who we have received consent for – do not feel comfortable with a blanket approach due to consent / data protection issues. All new patient registrations are being offered this service with consent gained and mobile numbers captured. • <i>Extend type of appointments available to book online</i> – under review at present. • <i>Patient Engagement</i> – ongoing – also offer new patients option to join PPG as discussed previously. • <i>Medium / Long term Goals</i> – remain current <p>It was discussed that the PPG will not be required to undertake a patient survey this year but will need to produce an action plan at the next meeting for 2015 based on the priorities of the group.</p>	All
11.	<p>AOB</p> <ul style="list-style-type: none"> • Waiting times – GP appointments 	<p>Marie discussed that the GPs are always looking to improve waiting times for both appointments and when waiting to see a GP. The old same day appointment system was not sustainable which is why it was changed a couple of years ago to the current GP triage system and this does work well. John asked how quickly a patient could get a routine appointment. At present routine appointments were</p>	Practice

		<p>available within the week but for a GP of choice a wait could be a couple of weeks. Gill mentioned 3 weeks for her own GP. Urgent issues will always be seen on the day by the duty doctor. It was asked if the local new housing build was having an impact on the availability of appointments? Not as yet - the patient list is still currently less than the level two years ago.</p>	
	<ul style="list-style-type: none"> National Patient Survey results 	<p>Hard Copy survey results or the most recent survey (July13-Mar14) were circulated. To be analysed and discussed at next meeting. Weblink to online version: https://gp-patient.co.uk/practices/L84053</p>	All
	<ul style="list-style-type: none"> IT enhancements – online access to summary care medical record 	<p>Patients registered for secure online access for appointments/repeat medication requests can now access their summary care medical information (allergies/ repeat medications & adverse reactions). The option is shown in the main menu options list.</p>	All
	<ul style="list-style-type: none"> Practice staff –role of PPG 	<p>John offered to host a staff/PPG members social event. It was felt that whilst practice staff would be very grateful for the invite, that due to shift patterns and outside work commitments, few people would be likely to attend. John was thanked by MA for his kind gesture. It was felt that PPG members would still benefit from getting to know the staff – DP suggested inviting staff by department on a rotation basis to the pre-meetings in future.</p>	All
12	Date of next meeting	Wednesday 25 th February 2015	