

## PATIENT PARTICIPATION MEETING ON 4<sup>th</sup> February 2015

### ATTENDED

Dr G R Bhorchi  
Angela Elsom  
Carol Allen

Mrs Peggy Hodson  
Mrs Wendy Carr  
Mr John Berry  
Mr Benard Kelly  
Mrs Katie Milner  
Mr Eric Jacombe

### APOLOGIES

Mrs K Clark,  
Dr SK Naeem,  
Ron Moore

1. Frank has decided not to attend the patient participation group anymore. John will thank Frank for his time and help over the last year. Katie Milner has joined the group and we extend a warm welcome to her.
2. The minutes from the previous meeting were agreed and approved. Proposed by Peggy Hodson and seconded by Bernard Kelly.

### Matters arising from previous minutes -

Mr Berry spoke with Geoff Day; Head of Primary Care at the Chairman's meeting about patients being struck off Doctor's lists if they have not attended for over 6 months. He has assured us that this will not happen.

Mr Berry also raised the issue about the amount of bureaucracy between the secretary of state and care deliverers. He assures us the number has reduced from the original regime to the new regime. The group are sceptical about this. It was proposed that Mr Berry write to the Secretary of State about the amount of the bureaucracy involved and also raise the question with other PPG groups at the next Chairpersons meeting to combine all our efforts together. The local MP is also to be copied in. Mr Berry will report back to the group.

### 3. Doctor's Report.

There is to be a co-commissioning group set up between the CCG and NHS England, rather than NHS England directing things. Dr Bhorchi will feed back on this as it progresses. Mental health attendance is now improving.

#### 4. Chairman's Report

At the last meeting of the Chairperson's, the draft GP contract was discussed. At the moment PPGs are voluntary but from 1<sup>st</sup> April they will be compulsory. The group needs to be as broad as possible as a group, i.e. age, ethnicity, etc. Letters were sent out for patients to join the group but our group needs to represent a wider selection of patients. It is proposed that there is a Patient Champions, - but we don't really know what this is, how would confidentially be affected, and how do we get the champions? Creating a practice champion could raise issues around older/younger people etc. Any changes or improvements would need to be raised with the group before being taken forward. Practices are private businesses and there was concern that this could bring the practice into conflict with the CCG if both sides don't agree. This has not been approved as of yet. The consensus of the group was that this proposal went too far.

#### 5. Decisions that need to be taken

3 improvements need to be agreed for over the next year in the practice. Discussions were held around various topics.

1. It was agreed that the online side of things i.e. prescriptions and appointments have not taken off very well. It was agreed that these would be promoted further by advertising and posters within the surgery. They are already mentioned on the website. Appointment availability via the internet is set up. Appointments have been set up one appointment with Dr online they are on the pre-bookable appointments screen only, so can be used by reception staff if they are not filled

2. Dr Naeem wanted to bring up confidentially. There have been comments made about patients being able to overhear things that are said in the doctor's room when they are waiting outside. It was decided

- to try to encourage patients to wait in the waiting room rather than congregate around the reception desk
- to ensure that the door to the Doctor's room is closed properly.
- Dr Naeem has suggested a door between the door and waiting room and this is kept closed at all times.
- A radio was suggested
- A white noise box could be placed in reception as a short term solution
- Could we move the waiting areas and combine them together to solve the problem.

It was decided to start with the first two and we would look into making alterations to the building to address this further.

3. The dispensary has started offering blister packs to patients who are having difficulties with their medications. They are delivered to the house of the patient to save them coming to surgery or making arrangements for someone else to pick them up. Currently we have about two dozen patients using the scheme and they have found it beneficial and the surgery has found that we are not over dispensing medications.

It was decided that this could be promoted further to a wider group of patients. The availability of this service would now be advertised in the surgery. It is already mentioned on the website

These decisions have been approved by the entire PPG group.

PPG Report for NHS England – Angela went through the report with the group. A copy will be displayed in the surgery. The report was accepted by the PPG group. Mr Berry would like a copy.

It was suggested that we have somebody from another PPG group to come and talk to our group, and our Chairman could go to somebody else's PPG group meeting. This would enable us to see if things are done differently elsewhere.

**6. Any other business**

Friends and Family Test - Angela went through the report with the group. Most patients were extremely likely to recommend us to a friend or family member.

Did not Attend's (DNA's) – These have improved for the mental health service but there are issues around DNA appointments with Dr and Nurse. The group discussed different ways this could be addressed. We need patients to let us know if they are not going to attend the appointment, we need to find ways of bringing this to the notice of the patients. A flagging up system to say they need to be contacted about appointment was discussed – if the patient had a poor memory could we contact the patient to remind him about his appointment. Letters could also be devised to be sent if the patient does not turn up.

Next meeting: 8<sup>th</sup> April 2015 at 1 pm