

Hereward Group Practice Patient Participation Group held at the Health Centre  
on Monday 24th March 2014 at 6.15 pm

**1. Present:**

*Mr Sadler, Mr Goldsworthy, Dr Ashley-Norman, Mrs Michael, Mr Casboul, Mr Denial, Ms Dolby, Ms Payne, Mr Reacher, Ms Reacher, Mr Wright, Ms Wright*

Apologies: *Mr Arnold, Ms Galloway, Ms Martin, Mr Rose, Mrs Scott*

Visitor: *Ms Fiona Loft SLCCG*

**2. Minutes of the Last Meeting**

Mr Sadler welcomed everyone and the minutes for the last meeting were agreed.

**3. Visiting Speaker - Fiona Loft –Engagement manager SL CCG**

Fiona Loft, engagement manager for the SLCCG came in to speak to the PPG about their place in the CCG scheme.

The CCG exists to supplement the masses of quantitative data the NHS possess with more qualitative data, via speaking to patients and other links in the health service chain to better identify where efforts are needed for improvement. The South Lincolnshire CCG covers 15 practices; 13 have PPGs, some more proactive than others, some entirely charity-focused and one entirely virtual. There are also more than 160,000 patients in South Lincolnshire. The goal of the CCG is to have a reciprocal relationship with the PPGs, e.g. the PPGs forward on patient suggestions to the CCG and the CCG gives info about events, upcoming changes, etc. tailored to the PPG's needs. An example was given of the recent diabetes meeting in Stamford Arts Centre, where patients with diabetes could suggest positive and negative aspects of their diabetes care. Similar events for epilepsy and cardiovascular conditions are upcoming.

Whilst experience submissions can be made anonymously, it was asked that patients at least include the name of the establishment where they had the experience, in order to help identify recurring issues at certain healthcare providers. Ms Loft pointed out that the CCG receives no new money, but is an attempt to consolidate the existing funds away from failing schemes and towards more successful ones. The Hereward PPG was commended for being an active PPG with a varied membership and knowledge of the local community. Also fortunate is that Dr Ashley-Norman is with the Patient Experience Committee of SLCCG.

A lively debate followed with many questions being asked by members. It was suggested that focus could perhaps be brought through use of the new practice suggestion box. i.e. By asking patients for comments in on anything, from the 111 service to experience at Peterborough Hospital. One success of the CCGs feedback review was highlighted in the dissemination of information about sharps boxes when it came to light that some diabetic patients were unaware of the existence of such boxes.

#### **4. General Practice Issues - Sally Michael/ Dr Tom Ashley Norman**

##### **Patient Survey 2014 and Action Plan**

Ms Michael presented the 2014 patient survey results which went out to 298 patients using the same questions as last year. The 2014 results were presented side by side and a question and answer session developed with members with regard to the corresponding practice follow up action plan:

- **There were no negative variations from last year.** The survey reflected that patients were generally happy with the health care services offered by the practice.
- **There were issues around car parking** but the car park could not be physically expanded but will be taken up with the landlord.
- **Patients still reported problems with appointments.** – There has been a minor increase of patients booking online but booking online appointments has now been capped at 2 as a few patients have block booked appointments leading to no shows and so disadvantaging the majority. The recent Monday Open Access Clinics had been a huge success in reducing the backlog of appointments and liked by the healthcare staff and patients alike. Ms Michael ideally would like to make Fridays also open Access and then give a better spread of services across the week but that needs the doctors agreement. A trial of extended hours chronic disease clinics staffed by nurses will commence at the end of April 2014. Bookable Saturday appointments needs to be made clearer on the Website noting the practice does not operate regular Saturday hours.
- **Few Patients were aware of the web site.** The web site has been launched updating communications significantly. It might be possible to get a future App that could be downloaded to smart phones to improve web site access but was not developed or available yet. There is an EMIS APP available for booking appointments on line for mobile devices.
- **Communication of Practice Opening hours** – Most patients expressed satisfaction with the practice opening hours. However many patients were not fully aware of the practice range of opening hours which are shown on the web site. Many patients still liked to book appointments verbally at reception or by telephone. The practice as a consequence has added more staff to the telephone service but will highlight opening hours further via the website, Practice newsletter and notice boards.
- **Receptionist Feedback** - The response to the question about receptionists' helpfulness was 97% of patients thought they were very helpful. However abusive patients have been highlighted as an increasing issue both on the telephone and at reception. Whilst common issues are understood to raise tensions and every care taken to accommodate and calm such situations, the zero tolerance policy of the practice may need to be reinforced on occasions as a last resort.

The PPG report which encompasses the survey and action plan plus

methodology will be published on the website and made available on the 'latest news' notice board.

### **Future Patient Survey**

According to NHS dictates the future patient survey by the practice will be replaced by a "family and friends test" consisting of two questions;

- "Would you recommend the practice to your family and friends?" and
- "what single thing would you suggest could be improved?"

The Patient group approved the second question.

### **Named GP**

The named GP scheme for patients over 75 years is to come into effect soon; upon their 75th birthday, patients will receive a birthday card from the practice and the name of the patients personal GP. All 75 years old will be written to by June and informed who their named GP is.

### **Phone System**

There has been issues with practice phone system which have now been resolved.

### **Practice newsletter**

Mrs Michael has completed and issued the February practice News letter. Which is available at reception and online

### **SMS Text Messaging**

Patients can update their details electronically on the new web site. Patients and members of the group where not aware that updating details it is now possible to receive reminders for appointments and obtain test results by SMS text to mobile phones.

### **Latest update on Summary Care & Care Data records**

Practice Patient information is now being loaded to the Health and Social Care Information Centre (HSCIC) as an ongoing process.

An explanation of the services and personal Opt out forms are available on the new web site.

It was suggested to move the care.data opt-out form to the top of the page to be more immediately visible.

## **5. Members /Practice views on future Aims and Objectives of the group**

Unfortunately time did not permit any further discussion of any future PPG future objectives. It was agreed to they be discussed at the next

meeting.

## **6. Any Other Business**

- a) **Out of hours telephone message** – Mr Rose reported feedback that the automated telephone message if the practice is called out-of-hours did not provide advice to patients who may be panicked. Ms Micheal agreed to look into the situation and pointed out this may have been a part of the telephones issued discussed earlier.
- b) **Secretary** - Mr Goldsworthy is stepping down from the PPG as secretary after 2 years due to his imminent A level examinations and future university commitments. The Chair on behalf of the group thanked Ben for his support over the last 2 years and wished him every success for the future. A new secretary will need to be appointed at the next meeting

**The next PPG meeting is scheduled for the 2<sup>nd</sup> June, 6:15pm.**