

PPG Meeting – 10th June, 2019

Attendees

Helen Greaves, Jane Willis, Anne Robinson, Ambar Durée, Tony Norris, David Nell, Josh Parker-List

Apologies

Tracy Dewings, Sue Dixon, Jim and Pauline Forrest

Minutes of previous meeting

Agreed as correct and no amendments to make

Update

Greeting from Tony Norris

Paul Cornfoot and Faye Dunill have left the group

Purpose of the PPG meeting and plan of action to move forwards.

Practice Update

Group acknowledges Sue Slater's valuable input in the past.

It was discussed that one of the four Partners will attend each meeting going forwards

Current practice population is between - **9500 - 10000**

The new housing estate was discussed and whether the practice would have capacity? From September we have new staff working to accommodate any extra demand.

- Advertising new patients was discussed but Ambar mentioned that the practice can't advertise for new patients
- Queried how difficult it had been to recruit GPs – Ambar mentioned that this has steadily been getting more difficult and fewer applicants apply each time the practice advertises
 - o It was stated that the practice is a good size, positive reputation in the area and that we're a training practice which helps to encourage more staff to join as well as patients

Dr Borin has left and replaced with Dr Clements from May, 2019.

Karen Hill, Practice Nurse Manager, is starting to train Nurse Students from Hull University.

Both Mowbray and Mayford work closely together with new services.

PCNs (Primary Care Networks) are coming in to ensure practices are working at scale. This will help increase capacity by having a larger clinical staff team with a smaller Admin' team.

- Our PCN is Mowbray, Mayford, Great Ayton and Stokesley.
- Additional Pharmacist to work from the network due to funding from NHS England

Social prescribing encouraged by the NHS - Living Well working out of the surgery on Fridays and these appointments are well utilised by patients.

Both trainee dispensers are now fully qualified dispensers – Keighley Greiff and Jocelyn Mortimer.

Nursing Team – There has been work on the Nurses appointment to provide more appointments for procedures we do more of and fewer for those that we don't. This has helped reception as they search for specific slot types within the clinical system to quickly find the next available appointment, increasing efficiency.

Doctors - New salaried GP starting in August. Dr David Cole

Nurse Practitioner - Lorna McLean is starting in June.

Partners - will be reducing hours in October.

- To include in newsletter for all staff updates.
- Even though there will be fewer GP Partner appointments, due to recruitment, the surgery will be providing more appointments / hours to see patients.

Admin' jobs to be passed from clinician's to Admin' staff. e.g. correspondence management - letters that don't need to be seen by clinician's are dealt with prior to being passed to clinician's e.g. medication letters will be sent to Pharmacist rather than GP, discharge letters will be actioned if they need to be seen after a certain period / whether the patient is on new medication, rather than going to a GP.

Complaints and Compliments Update

5 complaints and 2 compliments since the last PPG meeting. It was discussed that some of these are more feedback than complaints.

Locums have been working in Dr Mitford's stead and have complimented the surgery on how well everything works and how the staff are.

2 zero tolerance letters have been issued. Previously we were reluctant to issue zero tolerance letters, where the practice appreciated that both staff and patients should be able to attend the surgery without seeing service users who are acting inappropriately. PPG asked whether patients can be removed from list, which it was mentioned that they can be but that this is not usual practice due to compliance with NHS England requirements.

Members queried whether the practice has many patients who frequently Do Not Attend appointments? The practice doesn't have many DNAs but that the practice has a policy in place for if patient missed 3 or more appointments then we send them a letter describing ways we can help them if they struggle to get to the surgery. The practice will audit the results to see whether DNA figures reduce as a result of letters being sent and the use of SMS reminders.

- DNAs include Drs, Nurses, Pharmacist, ANPs etc.

SMS reminder statistics - Practice will audit numbers to see whether the attendance of appointments correspond with SMS numbers being used

- The practice asked whether the PPG would be able to provide something to encourage more people to sign up for online services?
- The practice asked whether members of the PPG could attend the surgery and help demonstrate to other patients not currently signed up to online services how they work? It was mentioned that the Test patient can be used in order to show patients.

Dispensary Update

Dispensary 'phone line to be stopped and Dispensary will be moving to only accept online service repeat requests, prescription slips or alternatively attend the surgery to let Dispensary know. PPG mentioned this wasn't likely to be accepted warmly, but it was mentioned that this was mostly out of the Practice's control as it is an outcome of the CQC and patient safety.

Other Items Discussed

Secret Shopper? - This hasn't yet happened, members were waiting on a form which would look at what the shopper should be looking for. Anne mentioned that forms had been provided to Paul and the Partners, but nothing has happened regarding this. Observations sheets to be circulated with the minutes.

- Secret shopper is open for any of the PPG members with what they are observing while they are at the surgery. e.g. Whether you hear anything, see anything. This could be done opportunistically.

Patient Questionnaire - discuss whether this can continue and whether we can ensure it is carried out on an annual basis. Helen Greaves has copies of all the results from the previous Patient Questionnaire. Partners will look at the questionnaire to see whether any of the questions need amending.

Recruitment for PPG - It was discussed that someone from the PPG would attend a Saturday morning influenza clinic to discuss with patients attending to see if they would like to join the PPG. Practice to pass dates on to the PPG for when influenza clinics will be so that they can arrange PPG recruitment. To also update the PPG board to help ensure that more people are likely to be recruited on to the PPG.

Mowbray PPG – Josh to discuss with Adrienne Goddard from Mowbray House Surgery's PPG to see whether both groups can look to have a merged meeting once a year. This will be after the next meeting due to the need for new chairman. Meeting to be arranged for 6 months time.

MenCap survey – Report made recommendations. Some signage in surgery has been improved.

Alzheimer's Society to be contacted to get an audit done to make better for service users.

Staff Changes

Julie Meakin - Office Manager started 3rd June, 2019

Liz Richmond - Reception Team Leader started 3rd June, 2019

Practice Progress

Sue Dixon - took results of the CQC questionnaire and made comments when initially inspected and has provided an updated copy to see whether certain areas are being dealt with by the practice. This shows that the Practice has actioned some things, such as the delay in answering the telephones, but that there are still outstanding actions for the Practice.

Waiting Area notice boards need cleaning up and prioritizing. Waiting area to have a themed display area so that it changes every month to help rotate notices without there being too much information. Dispensary window is overloaded with information.

Organisation structures are being looked at to see what we can provide for support of practice staff and patients.

Future Direction of the Group

Tony to e-mail Constitution and Terms of Reference, and suggested areas of involvement with the minutes as most weren't aware these existed. Some items are on the Practice Website's PPG page, but not all.

To get more people involved. Get a direction for the group. Is there a 'You asked, we did' section on the practice website. e.g

- The PPG commented on the 'phone lines and then the practice improved the telephone system and employed new members of staff.
- Partners to come to each of the meetings – agreed and started.

PPG virtual group was suggested but this was not accepted well by the group, but this could help encourage people who live out of town to be part of the group as well as younger people who want to see what the group is about / get involved.

To leave each meeting with a “to do” list for each member to achieve for next time – please see end of these minutes for actions

Election of a Chair

PPG to take this point away to discuss at the next meeting as feel that group isn't large enough to elect a Chair as appropriate.

AOB

None

Actions for Group

- Election of new Chairperson
- Reception to be cleaned up e.g. boards – **PPG – Practice to let PPG know when to come in to clear the information on the walls that is deemed unnecessary / outdated so that reception know. Dispensary opening times need updating. A board at the entrance next to the monthly themed board to be presented informing patients that the practice is closed.**
- MenCap audit to be acted upon – **Practice Manager**
- Monthly theme in reception – separate to board at front door - **PPG**
- Table in reception needs moving / updated - **Josh**
- TV in reception for updating all the information e.g. Mowbray House Surgery – **Josh to get costings for this**
- Send data sharing agreement out to PPG member as a .PDF format. - **Josh**
- Practice to e-mail Helen about Patient Questionnaire as she has access to it –
- Alzheimer’s Society Cake Morning – Thursday 13th June from 09:00 – 11:00
 - o **9:00 - 10:00 Jean to help with Alzheimer's Society Cake Morning**
- Social Prescribing Event – **Josh to contact Ellie at Mowbray to mention town hall isn't the best place due to bad acoustics**
- To contact Alzheimer’s Society for Practice Audit – **Josh to contact Gill Cree**
- Newsletter needs to inform patients of GPs reducing their sessions in October – **Josh to pass to Allison Thompson**
- SMS reminder not worked for a member of the PPG – **Josh to investigate and see what the reason for this was**

- Leaflet to help encourage patients to engage with online services – **PPG to provide this to Practice**
- Demonstration to patients on how online services work – **Practice to install a PC in reception for patients to be shown by a member of the PPG – Test patient to be used in demo'**
- Dispensary telephone lines – **Practice to collaborate with Mowbray on how we should go about this – once agreed Practices to produce a leaflet to include in patients' medication bags, to provide to chemists, put a message on 'phone lines, put on website, waiting room etc.**
- Secret shopper – **Anne Robinson to provide templates to other members of the PPG and for them to opportunistically fill in when they're at the surgery**
- Patient questionnaire – **This was discussed with Partners and it was agreed to keep the questions the same and just update the year. Practice to fund use of SurveyMonkey and to agree period to carry this out.**
- PPG recruitment – **Practice to inform PPG when their Saturday morning flu' clinics are going to be and for one of them to attend to encourage patients to join PPG.**
- Joint PPG meeting – **Josh to liaise with Adrienne Goddard, Mowbray House Surgery PPG chair to arrange a Joint PPG meeting at either Mayford / Mowbray once a year. This needs to be arranged for after a Mayford House Surgery PPG Chairperson has been appointment – timescale - ?6 months?**
- PPG Constitution / Terms of Reference / Suggested Actions etc. to be sent to PPG – **Tony to send**
- To add a section to Website's PPG Page for 'You asked, we did' – **Josh to action.**

Next Meeting Date

9 September at 6PM