

PPG Meeting - 16th December, 2019

18:00 – 19:15

Introductions

Anna Laing (PM), Josh Parker-List (APM), Jane Willis, Lesley Shaw, Dianne Hunt, Anne Gardner, Ray Brown, Ailsa Mitford

Minutes

- Staffing Update - Anna updated the PPG on the staffing changes at the surgery
 - Dispensary - Part time dispensary assistant has since left and a replacement will be starting on 30th December, 2019
 - Practice Nurse - Debbie left in August, since been replaced by Heather who has worked at A&E at Friarage Hospital
 - Doctors - FY2 - Richard Cruttenden, with us for 4 months. GP Registrars - Amina Aliyu, Dan Wilkins, Wale Ogunnaike. Medical Student - Rebecca Leckonby.
 - Pharmacy - New Pharmacist called Karen part of the Primary Care Network (PCN)
- PCNs provide a more collaborative way of working between practices
 - Admin' - Alice has been taken on as an Apprentice Administration Assistant, who started in November, working between reception and admin'
- PPG Survey - the surgery was impressed by the number of returns to the questionnaire by practice patients
 - Confidentiality in reception was an issue. We looked at music being installed in reception and it wasn't making any difference regarding confidentiality. We have since installed yellow feet in the waiting area to encourage patients to queue behind the screen to increase confidentiality. We have ordered a sign to further encourage and make people aware that patients should wait behind the screen
 - Online appointments - medication reviews and smear appointments have been made available online. GP appointments already available, which are available from mid-night the day that the appointments are made available. Unfortunately Nurse appointments can't be booked online yet due to Nurse appointments being so complicated. Business plan is to look to continue to increase the availability of appointments online.
 - To add a list of doctors, pharmacists, nurses to the top of the appointments screen to help patients know which clinicians do which appointments.

- 30.3% of the practice population is registered for SystmOnline services. We continue to try to make it easier for patients to register for online services.
 - The surgery would like to help patients register for online services and were thinking that a how to demonstration to be done in reception.
 - Newsletter - aim to produce it on a quarterly basis. The practice would like to find ways of better promote the newsletter to ensure that patients get as much information as possible. Staffing changes, quick update. Changes to the online system, e.g. staff who can do which appointments. That online registering can be done while in with a GP
 - Questionnaire asking patients what their e-mail addresses are through the online system.
 - Lunch time appointments - The surgery has been trialing this and going forwards we are going to provide more appointments over a lunch time for people who are only able to attend at certain times during the day.
 - Car Parking - The surgery has decided not to pursue this as it may result in us disadvantaging patients who are not able to get in and out of the surgery within the time set for tickets to be issued. The surgery is going to produce some fliers for cars that are in the car park all day. We've been in touch with Hambleton strollers asking not to use the surgery's car park for days of walks. Could put up a notice for a set period of time that parkers should stay.
- Premises upgrading - the surgery is looking to increase the capacity of the surgery to provide more consulting space.
- Input from the CCG - Clinical Commissioning Group
 - Shirley Moses and Linda Lloyd, Health Engagement Network representative, are available to come and speak to the PPG in January (Linda) and March (Shirley), 2020.
- National Association of Patient Participations Groups (NAPP) - resources regarding reference guidelines, constitution guidance etc. The surgery is happy to fund the access to these resources for the PPG to view and produce their own constitution. Linda Lloyd to attend the meeting where PPG is going to write their constitution, terms of reference etc. Anna and Josh to arrange this for the next PPG meeting.
- How can we help you to make this group work? To go away and review the resources for the website for the next PPG meeting
- Secret shopper - when PPG member attends surgery to let Anna / Josh know of how their experience at the surgery was? E.g. attitude from staff, waiting area, confidentiality, any issues etc.? Constructive feedback would be greatly appreciated.

- Chairperson - The surgery has been without a chair for a while. To determine the terms of reference, optimum members of group and then look to assign a chair, or have a rotating chair.
- AOB
 - Optimum members of group - to look at a nice cross section between age, gender, working, retired etc.
 - More information for patients regarding the patient participation group on the front desk. Anna to bring this to the receptionists / dispensers to inform them of what the patient participation group is about.
 - Skills of the PPG members - this would be a really useful list so that the PPG knows who has strengths / weaknesses in certain areas.
 - Confidentiality for PPG members to sign so that anything that is discussed in confidence isn't disclosed
- Date of next meeting - **16th March, 2020**