



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 17 March 2017

Present: Gemma Jackson (Chair), Sheila Smith, Patricia Exon, Liz McCornick, Jim Thompson, Jean Thompson, Marjorie Ellison, Patsy Ormrod, Elizabeth Andrew, Ann Butters, Amy Sissons, Michelle Marsh

Notes: Beverley Fryers

1. Welcome and apologies

Gemma welcomed everyone to the meeting and congratulated all concerned with the recent award of PPG of the year. Amy Sissons passed on congratulations that had been received from Dr Guest who had said she was very proud of the group. She also reported that to date, 4 practice managers have been in contact with her to ask to visit the Practice and the PPG to see if best practice can be shared.

Apologies were received from Dr Felicity Guest, Betty Tyrrell and David Jones. All the apologies were noted.

2. To approve the minutes of the meeting held on Friday 20 January 2017

The minutes of the last meeting were approved by Liz McCornick and seconded by Jim Thompson.

3. Matters arising (not covered on the agenda)

3.1 Health check machine

It was reported that the health check machine that was in reception had been returned to the manufacturer as it had proved to be inaccurate and unreliable.

Amy Sissons reported that there had been some dialogue with the Village Practice about the TV screens. She stated that the Thornton Practice GPs were very keen on getting a TV on lease but the Village Practice have put some restrictions in place such as nothing can be Practice specific. This will be the subject of an agenda item at the next Partners' meeting.

The blood pressure watches are still awaited.

4. Updates

4.1 Awards

The PPG Conference at Wesham had been an excellent event with the added bonus of Thornton Practice PPG being awarded PPG of the Year.

4.2 Roadshows

Gemma Jackson stated that the road shows had been poorly attended and no other PPG had been represented at the Thornton road show which was a bit disappointing. Workshops had taken place at the road shows to ascertain people's perception of high, medium and low priorities for the NHS. Amy Sissons stated that it was interesting that a low priority had been increasing patient satisfaction. Other participants had thought that covering flu clinics and promoting self-care week had been good ideas.

Gemma confirmed that she would feedback thoughts to Dan Clough.

4.3 Art visit

It was reported that a very pleasant morning had been spent at Northfold Primary School when Gemma, Sheila Smith, Karen Davis, Michelle Marsh and Amy had met the Year 2 pupils who will be contributing to the art project. The children had been very engaged with the whole thing and were aware of the importance of exercise. They are all keen to get started on their art work with a theme of Healthy Heroes.

4.4 Notice boards

The PPG's own notice board was now in place in the main waiting room. The information already in place in the notice board in the corridor will be moved to the new one. Other items such as the PPG Award, on-going projects/achievements and information on how to join the Facebook page should also be placed on the notice board.

If we are lucky enough to receive a lot of pieces of art from the children, these will be placed on walls but where will have to be agreed with the Village Practice. It was suggested that the next project should involve secondary schools such as Millfield.

Amy stated that she would keep the group up to date with progress.

5. Patient Access

The Practice has been informed that it has to increase its rate of patient access to 20% from April and therefore it was hoped that the PPG could help with this. Amy asked for volunteers over the next 9 months to push patient access. A good place to start would be baby clinic on Wednesdays as face to face is the best way to get the message across. PPG were also asked if they could help to get patient mobile numbers from them at the same time. If PPG members are willing to help, Amy will look at dates and times to coincide with the busiest times.

It was also hoped that there will be an increase in prescription ordering and online bookings. A development requirement has been placed with the software provider for certain appointments, ie blood tests.

6. Dementia Strategy

This is for information and for PPG members to think about whether they could use these examples as a template for publicising its achievements.

7. Just Good Friends

Gemma wished to publicise this organisation. Bev Sykes, who was the lady from NCompass at the coffee morning, is very passionate about this and can point the PPG in the right direction. Gemma has her contact details.

Marjorie Ellison highlighted an issue regarding bereaved patients and whether there is any support available from the Practice. It was noted that Michelle Marsh is presently looking at various options

but in the meantime there is a bereavement pack which will be placed in clinicians' rooms and this will be an item for a Monday meeting.

8. PPG Public Liability Insurance for Events

This issue had been raised at the PPG conference. It was noted that the CCG are currently looking at this issue. As the PPG are currently not taking part in any activities that take place outside of the building it was thought that this is not a problem at present but if they did, Amy would have to look at the Practice insurance.

9. Any other business

- 9.1 Michelle Marsh wanted to remind members that any issues, compliments or complaints should be taken to her separately and not brought to PPG meetings.

Amy highlighted that 2 new Patient Advisers have been employed by the Practice and that staff rotas are aligned to meet the busiest times. The average wait on the phone lines is only 7 minutes.

Amy also highlighted that the Practice is considering employing Business Admin Apprentices in the next few months.

- 9.2 Specsavers Hearing Loss presentation

There was no interest in this.

- 9.3 Receptionists' telephone empathy

Sheila Smith outlined a couple of situations she and her husband had found themselves in over the past few weeks and she complained about the attitude and rudeness of some of the staff. She agreed to forward dates and times to Michelle Marsh as she stated that it would be interesting to use the scenarios during a training exercise. Sheila praised Richard Burgess who had listened and was fantastic.

- 9.4 Facebook group

There had been a number of enquiries about joining the Facebook Group. Patricia Exon is in charge of accepting people onto the Group and would check with Bev Fryers beforehand to ensure that they were patients.

10. Date of next meeting

It was agreed that the next meeting will take place on Friday 21 April 2017 at 2pm in the Board Room.