

# Patient Participation Group

## Minutes of Meeting held on Tuesday, 21<sup>st</sup> November 2017

<b>Present:</b>	Ben Sharples	– Business Manager (BSh)
	Gary Cunliffe	– Practice Manager (GC)
	Dr Janet Pollock	– (JP)
	Ann Lewis	– Patient Services Lead (AL)
	Marjorie Willoughby	– Patient (MW)
	Donald Clough	– Patient (DC)
	Stephen Gomersall	– Patient (SG)
	Peter Leedale	– Patient (PL)

<b>Apologies:</b>	Bill Stemp	- Patient (BS)
	Simone Wood	- Patient (SW)
	Beverley Clark	- Patient (BC)

### Update from Ben Sharples

Before the meeting began Ben wanted to update the group and apologise that no meeting had taken place since January 2017. There have been many changes over the last few months which has meant that the PPG Meetings have had to be put on hold. Business contracts have been reviewed and renewed and changes within these contracts have taken time to sort out.

Ben discussed the new 7 Day Access Scheme that has now been introduced. Appointments are now available during the evening and weekends for patients, making it convenient for people to be seen when they can't always make an appointment at their usual surgery. Delivering a better service to the local community.

Alison Unsworth is no longer based at Bloomfield; she is now working in a new role (Head of Nursing) and is based at Whitegate Drive.

New members of staff have joined Bloomfield in the last few months – Gary Cunliffe is most recent and has joined us as the new Practice Manager, Gary will be focused on the day to day running of the practice allowing Ben to be more focused on his Business Manager Role. Also, Ann Lewis who is the new Patient Services Lead will focus on patient experience, complaints, customer service etc.

Ben is still happy to be involved in the PPG but will be taking a step back and the group will be supported by Gary and Ann.

## **1. Introductions**

As this was the first meeting since January and new members were present it was suggested that everyone present should introduce themselves to the group.

## **2/3. Minutes of the last meeting and matters arising from the meeting**

The minutes from January 12<sup>th</sup> 2017 were discussed briefly and agreed.

The Mobile Phone signs that were discussed in the last meeting have been put up in the surgery.

## **4. PPG Network Meeting – October 2017**

AL attended the last meeting in October, not very well attended, only 3 other surgery PPG members attended. Looking to change the venue of the meetings to make it more convenient for the members to attend, parking is an issue at the current location – Blackpool Stadium. Nathan is going to look at meeting rooms in Tesco, Sainsbury's etc. to see if a more suitable location can be found. Commented that a member of the Bloomfield PPG; (possibly on a rota system) should join AL at meetings to have better representation.

AL to send Nathan email addresses of our PPG members so they can be included in all future communications.

## **5. What's going on at the Surgery?**

GC – New faces are the biggest changes within the surgery, BSh was being pulled in all directions so having GC and AL at the surgery means that BSh can now concentrate on the Business side of the Practice.

JP – Noted that there had been some clinical staff changes also – Dr Alison Rees now works 2 days per week at the practice and is a very experienced GP, she also helps with training. Dr Doyle is not at the surgery as often but still has some clinics booked in. We have 2 new nurses started, Sandra Crossley who has been here a few months and Emma Bolton who has just started with us a couple of weeks ago.

JP – Noted that routine appointments currently at 10-12 days – need to try and improve on this.

GC/AL – DNA's (Did Not Attend) – we have a big problem with DNA's, in October we had a total of 400 DNA's, and November is slowly creeping up to be a similar figure. We are working on educating our patients on the severity of our DNA rate and hope to reduce the number we get. We get a lot of complaints from patients who say they cannot be seen for up to 3-4 weeks for a routine appointment, so if we can reduce the DNA's it will benefit the patients who really need appointments sooner. AL is currently ringing patients who have DNA'd and explaining to them that they need to ring and cancel so we can offer the appointment to other patients. There have been a lot of excuses such as 'I couldn't get out of bed' and 'I forgot' etc.

We need to understand what the reasons are so we can deal with them appropriately. Not currently sending letters out, such as 'three DNA's and you are out' as we need to determine the reasons and work on them. We need to ensure we are 'spot on' before we make drastic decisions regarding our DNA patients, as some could have legitimate reasons such as mental health issues, in hospital etc.

GC - Looking at improving our telephony system – lot of patients are saying they cannot get through and that the lines are constantly busy.

We are upgrading the phone system – GC has been liaising with Premier regarding this. We will have a TV screen set up in the reception area, this will show us how many people are waiting in the queue, how many calls were abandoned etc., having this data will give us the bigger picture which help us to improve the service for our patients.

Looking to develop and improve our status on social media. Bloomfield doesn't currently have an active Facebook page, however this is a page that has been set up through a patient having 'checked' in while at the surgery, this page needs to be taken down as we don't actively respond on it, and there are negative comments on there. GC will be working on developing a Facebook page. It will need to be monitored and controlled – there will need to be an Admin function to enable us to view the comments before putting them on the page – this will help control any negativity etc.

We will also be looking at the website as not a lot of activity on here, needs updating as some of the information is now out of date.

SG – suggested that boosting our surgery within the community may benefit the surgery. Getting the younger generation involved, possibly a poster colouring competition in the local schools surrounding the surgery. The posters could be displayed within the surgery and the winners get a prize.

## **6. Recruiting New Group Members**

We are looking to recruit new members; we have had two recently join us. We could look at using Social Media to attract some members from the younger generation. It's challenging for the younger generation as they have a lot of time constraints, especially if they work or are parents etc. Perhaps we could think about having a Parents Group on Social Media or a Virtual Group.

## **7. Survey**

We want to put out another Patient Survey. Members of the current group have confirmed that they would be happy to spend time at the Surgery getting patients to fill out the Survey. Survey examples were given out and the group were asked to feedback at the next meeting in relation to the survey and which one would be best suited to use.

## **8. Patient Feedback (Friends and Family)**

There has been an improvement in the number of responses we have from patients for the Friends and Family Survey. This is a short survey which asks Patients if they would recommend the surgery to Family and Friends and they score from Extremely Unlikely to Extremely Likely, they can also add a comment if needed. These forms can be filled via the website, at the surgery or through MJog (patients are asked after their appointment via text to feedback to us). There have been many positive comments along with some suggestions of improvement. Data for these are collated on a monthly basis.

## **9. Meeting Frequency**

It was suggested that the group meet once a month rather than every 6 weeks as it has been in the past. The meeting will fall on the first Tuesday of every month. The time of the meeting will remain at 5.00pm.

## 10. Any Other Business

BSh – suggested inviting members of the practice staff to the meetings, (Bradley has shown an interest in attending). It would be good for the Group to hear about the roles of the staff at the surgery.

Suggestion made to have decorative photographs around the surgery to celebrate where we are in Blackpool – showing the history, fun and fresh air. As well as the staff we could engage with the community to get their photographs and choose the ones that would be great in the surgery. Blow them up onto canvas – good and reasonable prices for this and credit the person who has taken them.

JP – Bloomfield will be celebrating 20 years next year (need to check this to confirm). Surgery should use this to Engage with the patients and the community.

### Details of Next Meeting: Tuesday, 9<sup>th</sup> January 2017 at 5.00pm

	Outstanding
	In Progress
	Completed

DATE	ACTION	ACTIONED BY	DATE TO BE COMPLETED	
21/11/2017	Send Nathan email address of all Bloomfield PPG Members - to be invited to PPG Network Meetings	Ann Lewis	ASAP	
21/11/2017	Survey - group members to look at example surveys and feedback to the group on which one is best to use at the next meeting	Ann Lewis	By 9th January 2018	
21/11/2017	Develop Facebook Page	Gary Cunliffe	ASAP	

# **Additional Information**

All future PPNG Meetings will be held at the following venue:

Meeting Room  
Tesco Supermarket  
Clifton Retail Park  
Clifton Road  
Blackpool  
FY4 4UJ

There is ample parking and good bus routes with the 3, 4, 6 and 18 buses all going there.

The room is booked from 1pm to 4pm and everyone attending must meet in the main entrance to the Store by 1.30pm so everyone can walk to the meeting room together (Tesco will not allow us to make our own way to the meeting room individually so we have to go as one group) – PLEASE BE PROMPT

Please put the following PPNG Meeting dates in your diaries:-

<b>Wednesday, 24<sup>th</sup> January 2018</b>
<b>Wednesday, 28<sup>th</sup> March 2018</b>
<b>Wednesday, 23<sup>rd</sup> May 2018</b>
<b>Wednesday, 25<sup>th</sup> July 2018</b>
<b>Wednesday, 26<sup>th</sup> September 2018</b>
<b>Wednesday, 28<sup>th</sup> November 2018</b>