Dr Male and Partners PPG

Minutes of Patient Voice Meeting 14th March 2016

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| Present | Steph Celso, Sam Creavin, Clare Whitaker, Shirley Holloway, Jackie Crewe, Marion Anderson, Callum Hattersley and Chloe Kemp |
| Apologies | Jane Sprackman, Alan Tomkin, Graham Seve and Dorothy Wagstaff |

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|  | Item Name | Actions |
| 1. | Welcome and introductions |  |
|  | Callum Hattersley welcomed by Chair as new member. Callum is a student at Castle School who may wish to pursue a career in medicine. |  |
| 2. | Minutes from last meeting/Matters Arising |  |
|  | Minutes from last meeting agreed by all.  Most actions from previous meeting complete. Actions 2a and 10a carried forward. Action 7d, staff questionnaire, postponed. See minutes from agenda item 7. | Action 2a: Number of people brought to surgery by community transport?- SH  Action 10a: To discuss Surgery Schemes with link GP- SC |
| 3. | Confidentiality Agreement |  |
|  | As Patient Voice are beginning to work with patients face to face, the Practice Manager and Chair felt that a confidentiality agreement should be in place. Those present at meeting read and signed it. Other members to sign at next meeting. | Action 3a: Absent members to sign confidentiality agreement- GS, AT & DW |
| 4. | Update on Practice |  |
|  | **Research Study-** Our participation in the national 3D research study continues. This is an 18 month study involving patients with multiple (3+) long term conditions such as heart disease, asthma and diabetes The aim is to improve patient's quality of life by addressing not just their medical needs but their overall well being. Patients are asked to identify what is impinging on their well being the most and then, instead of receiving individual reviews for each condition, they are reviewed for all aspects of their health and well being in one appointment.  We are in the intervention group (as opposed to control group who are continuing to receive individual reviews). Appointments can be long, up to 2 hours, as they see a practice nurse followed by their doctor in one visit. Measurable criteria are in place to judge impact of study.  **Volunteer GP care worker-** the role will be to identify carers through bi-monthly face to face conversations with patients. Needed because the practice think that many people are carers but do not identify themselves as such so are unaware of available services.  Mary Bennett to begin her monthly carers clinic at end of March.  **Apprenticeship**- the practice has appointed a Medical Administration apprentice. 3 candidates were interviewed. The successful candidate will work 4 days a week at the surgery and 1 day a week at college. This is vocational training and a paid position. Jane Sprackman and Dr Thompson will supervise the apprentice.  **Donation-** local diabetic group has made a generous donation of £100. If group members have ideas of how this money could be spent to benefit diabetic patients, please let Steph know. | Action 4a: Ideas on donation spend to Steph- all members |
| 5. | Family & Friends/Grumble Book |  |
|  | 9 Family and Friends feedback forms received since last meeting. All were positive- 7 extremely likely/2 likely to recommend. Friends and family forms can be found in the surgery or on the website.  No patient grumbles recorded since last meeting. However staff have had a particularly difficult week with a number of patients becoming verbally abusive at the desk and on the telephone. A poster is up at the desk reminding patients that abuse of any kind will not be tolerated and Practice Manager is recording the incidents which have been rare in the past.  Abuse related to prescriptions and appointment access. Currently there are always next day appointments available on patient access but many patients are not yet using it. The practice manager is monitoring the situation as she has to get a balance between routine/patient access/release on the day appointments.  Chair suggested cakes and a card for admin staff to show appreciation of their work. Agreed by members. | Action 5a: Cakes and card for admin staff- CW |
| 6. | Suggestions and Comments |  |
|  | Six suggestions comments/received since box provided for patients.  Four were from children asking for more toys and books in the waiting room. Books are not possible for hygiene reasons but Steph to look into how toys could be provided and kept clean. One suggestion was asking for more adult magazines but again there is a hygiene issue with this. The last comment was anonymous and about waiting too long once at the surgery. In future newsletters, responses to suggestions and comments to be shared with patients. | Action 6a: Identify suitable toy policy- SC  Action 6b: Responses to suggestions and comments in next newsletter- CW |
| 7. | Link GP meeting feedback |  |
|  | Notes from the meeting had been shared with members who had no questions regarding them but appreciation was expressed at the new ideas Dr Creavin could bring to the practice. Dr Creavin will speak to partners more about Patient Voice group development and the use of a NAPP questionnaire for staff can be used in the future. | Action 7a: Talk to partners about PPG development- Dr C |
| 8. | CCG Network meeting feedback |  |
|  | Marion gave enthusiastic feedback on the network meeting which she had clearly enjoyed and found useful. 18/25 local practices were represented at the meeting. She described it as a training workshop during which she was able to review our progress as a group and consider how to sustain the group into the future. She felt our action plan was keeping the group organised and focused.  Presentations took place from Healthwatch and National Association of Patient Participation (NAPP). Healthwatch is an organisation who seeks patient's views but none of the group had heard of it. Chair offered to find out more about them.  Edith Todd from NAPP explained best practice for PPGs. These included:   * importance of networking and working in clusters. * knowing patient community well * remembering boundaries (what the group should and shouldn't be involved with) * agreeing expectations with practice   She shared some of the resources open to NAPP members to help sustain a group and ensure it has impact, including a Quality Assessment Framework tool which is due to be published in the summer.  NAPP consults with the government and is engaged in research projects. There is a PPG of the year award and research engagement award for PPGs which Marion will find out more about once our membership of NAPP comes through.  Many thanks to Marion for attending the meeting. | Action 8a: Research Healthwatch- CW  Action 8b: Research PPG awards- MA |
| 9. | Review of Action Plan |  |
|  | Quick verbal review took place. Most actions are now complete. Marion and Clare have been meeting patients to promote Patient Voice and have recruited 14 members so far to the virtual group. Only 86 more to go! Clare, Marion and Jackie volunteered to continue this work.  The Action Plan will be reviewed at the beginning of April. | Action 9a: Meet patients- CW, MA and JC  Action 9b: Draft action plan review- CW |
| 10. | Preparation for future action plan- questionnaire |  |
|  | Members present completed a NAPP questionnaire called 'Setting roles and objectives for a PPG'. Questions included those related to communication, information, obtaining feedback and health promotion. Absent members will be invited to complete it too. This information will be collated and, along with responses from the staff questionnaire, used to inform the next Patient Voice action plan.  Group was asked verbally what priorities they would like for the next action plan. Responses were: a health promotion event, use of social media and promotion of the group to the wider population of Thornbury. | Action 10a: Send questionnaire out with minutes  Action 10b: Collate questionnaire responses- CW  Action 10c: Use responses to identify draft objectives- CW and SC |
| 11. | Skills Audit |  |
|  | As requested by Dr Creavin, the Chair has prepared a skills audit that we would like each member of the group to complete. It will be useful for the practice to be aware of the skills and expertise available to them. The skills audit will be attached to the minutes. Please return to the Chair either electronically or on paper at the next meeting. | Action 11a: Attach skills audit to minutes |
| 12. | Next steps for joint working with partner PPG |  |
|  | The joint social with Dr Foubister's PPG was held as planned and approximately equal numbers of both groups attended. After introductions, tea/coffee and posh biscuits, members split into two mixed groups to discuss the roles of their PPGs. We then came back together to feedback and identify areas we have in common that could feed into plans for PPG awareness week in June. The Chairs will communicate to follow-up suggestions made. The discussion really highlighted the importance of not following personal agendas and being there for the benefit of all patients and the practice as a whole. | Action 12a: Chair to communicate with Perry (Partner Chair) |
| 13. | PPG Awareness week 2016 (June 6th - 11th) |  |
|  | Short discussion about the ideas from NAPP. A Health Promotion event and a media release were considered. Information (not publicity) could be put in the Thornbury Gazette and Thornbury Magazine. These need to be discussed with partner PPG Chair. | Action 13a: Chair to communicate with Perry (Partner Chair) |
| 14. | AOB |  |
|  | Shirley brought to the group's attention that elderly patients are being contacted 'out of the blue' by Sirona about home visits with dates and times pre-arranged. Shirley had contacted Sirona, and while she appreciates the excellent work they are doing, she feels that this kind of contact to an elderly person can be threatening. The group agreed and felt that the practice should notify patients first.  Steph explained that this programme is called Active Ageing and has been contracted out to Sirona. The practice identifies suitable patients and provides their contact details. She would follow-up, as she agrees that patients should not be distressed. | Action 14a: Follow-up notification process for Active Ageing- SC |
|  | Date of next meeting: **Monday 13th June** at 5.00pm  Further Meetings: Monday 5th September  Monday 5th December |  |