

PATIENT PARTICIPTION GROUP (PPG)

MEETING – MONDAY 5 NOVEMBER 2018

Present: Dr Nicola Williams (GP)
Mrs Karen Thomas (PM and Chair)
Mrs Anneke Ramsay (Secretary)
Dr Rod Jones (Patient)
Mrs Ruth Jones (Patient)
Mrs Elizabeth Irving (Patient)
Mrs Ruth Carr (Patient)

Apologies Mrs Lucy Winter (Patient)

ABOUT THE PPG GROUP/WHAT IS IT'S PURPOSE?

We previously had a virtual PPG and although we had over 80 people on our PPG register very few actually took part. The practice thought it would be far more beneficial to meet with patients face to face and today is our first PPG meeting.

The group discussed the PPG as a whole and what this means to the practice. The PPG is made up of a voluntary group of people who are patients at this practice. The PPG will be a route for patients to advise and inform the practice on what matters most to the patients and identify solutions to any problems that may arise.

The PPG is a partnership to the practice; working to identify core objectives and improve the delivery and quality of the services that we provide.

A solution focused group. We do not want to hear whinges or complaints at our PPG meetings.

We are here to encourage patients to take greater responsibility for their own and their family's health and to take an active interest in the developments of the NHS and links services both locally and nationally.

Anyone who is registered at the practice or who is a designated carer for a registered patient can apply to be a member of the PPG. If you know of anyone who wishes to join please contact:

Anneke.ramsay@GP-A82037.nhs.uk

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MATTERS ARISING

Appointment System:

The group discussed our current appointment system and how they thought that this was working for patients. All agreed that the appointment system is very good and the open surgery is excellent. It is open for all cases not just “urgent”. This has taken an incredible strain off our “booked” appointments in the afternoon. We discussed how we could alert patients to the fact that Monday morning was always extremely busy with the average wait to be seen much longer than any other morning during the week. We will advertise this in the waiting room and on the TV suggesting that if patients have a problem that could wait until another day it would be beneficial as they wouldn’t have to wait so long to be seen.

We discussed our text reminder service and had this decreased our non-attendance’s since this was started. In general we have seen a slight decrease but not as big as we would have hoped for. Unfortunately it is usually the same people who do not cancel their appointments.

The PPG all agreed that the patients of Silloth Surgery were extremely lucky to have access to a GP or nurse so quickly and to be able to attend the same day to be seen if required.

In conclusion there was nothing that could improve our current appointment system.

Texting service: Patients will soon be asked to transfer apps from “Patient Access” to the new “MY GP” app. This new app will allow patients to set up reminders for prescriptions, monitor their own BP, weight, set reminders for medication and book appointments etc. Patients who are currently registered with patient access should be able to use their current passcode to enable the “MY GP” app. Patients just need to ring up reception to get an access code.

Extended Access Appointments (NAME – CHEA – Cumbria Health Extended Access)

This is a new service for those patients who find it hard to attend their GP surgery during normal working hours. This service runs from Maryport Surgery during Monday to Friday between the hours of 6:30pm to 8:00pm and at Wigton Hospital during certain times at the weekend. Patients must first contact this surgery to make an appointment for the extended access clinics. This service is being run by General Practitioners, Nurse Practitioners and Pharmacists but not from this practice.

This does not affect the normal out of hour’s emergency service currently run by CHOC.

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Services provided by Silloth Group Medical Practice

It was agreed that the surgery offered many high quality services such as excellent diabetes care, COPD and asthma clinics just to name a few. RJ asked what can be done to encourage patients to take greater responsibility for their own health and the way we can do this is by promoting good practice.

Waiting room:

Privacy both in and out of reception was discussed and this was thought to be acceptable. A radio does play throughout surgery although the TV screen is for information purposes only.

The chairs will be replaced with more washable material once they show deterioration but they are regularly cleaned as are all the carpets in the surgery.

We need to purchase a new hearing loop for the waiting room as it would appear our last one has broken.

The waiting room has just been decorated.

Premises:

EL mentioned that the patient's toilet could do with a spruce up and we will look into this. KT will see what can be done.

The entrance door to the surgery has a lip at the bottom and EL is wheelchair bound and finds it extremely difficult to get the wheelchair over this bump. KT will look into how this can be rectified.

Refurbishment is carried out regularly at the surgery with areas being identified year on year.

Patient survey questionnaire:

A list of questions was handed around and everyone was asked if there was anything else that could be added to these questions.

All agreed that the questions were short and to the point.

We will be undertaking our annual patient survey in December.

Our last survey was carried out in July 2017.

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Surgery Website:

Some of the group were unaware that we had our own website. There is a wealth of information on the website for patients and it also enables patients to book and cancel appointments and order prescriptions on line. There is also a short survey called "Family & Friends" test, the results of which are also published on the website along with the comments we receive from patients.

CQC

We were last inspected 3 years ago so we are expecting a date very soon. It is always good practice to have one or two members of the PPG present during the inspection and EL has volunteered to be present.

Patient Care Fund:

This fund exists because of the generous donations of patients, their families and friends who have benefited from the services that we provide. This fund helps to provide much needed equipment and improved facilities for patients. This is managed by two Trustees who ensure that the money is used wisely and always for the benefit of the practice and the patients.

Over the years we have been able to purchase equipment to help with patient care such as defibrillators, pulse oximeters, blood pressure and nebuliser machines for patients to use at home. We use it to publish patient news such as using the Silloth Buzz and other health promoting activities.

Adult and Social Care Workshop - Protected Learning Time meeting 14 November.

On 14 November there will be an Integrated Care Community (ICC) engagement event at Greenhill Hotel centred on adult and social care and one member of the PPG has been invited to attend. Dr R Jones will be attending from our PPG.

This workshop will be to update community, primary care and adult social care teams on ICC implementation and the progress being made in our ICC.

Discussion took place around the ICC and primary care network structure and the way forward. Information packs were handed out to help members understand what is meant by the integrated care system and primary care network.

Future meetings

The group have agreed to be contacted by email going forward and a further meeting will be scheduled for February 2019 and thereafter every 4-6 months.