

**PATIENT PARTICIPATION GROUP MEETING
MONDAY 28 JANUARY 2019**

Present: Mrs Karen Thomas PM and chair
Anneke Ramsay – Secretary
Dr Rod and Mrs Ruth Jones
John Hampshire
Liz Irving

Apologies - Mrs Ruth Carr

We welcomed our new member to the group Mr John Hampshire.

We were pleased to inform everyone that the patient's toilet has been redecorated and is now looking much fresher and has been met by approval of the group.

Patient Survey

KT informed the group that we are currently running a patient survey organised by a company called CFEP after which the surgery will receive a full report and also that our 3 GP's are undergoing a 360 degree appraisal. The report of both should be available in the next few weeks.

We discussed the National Patient Survey and the group were delighted with our results. Our lowest score was asking how many patients usually get to see or speak to a preferred GP when they would like to was 67%. The local CCG average was 46% and the national average was 50%.

Everyone agreed that our appointment system is running well and that open surgery is a very good addition to our appointment system as it is open to all patients not just for urgent cases.

Adult & Social Care workshop (Nov 18).

Rod gave a brief summary of the meeting that he attended at Greenhill last November. The hub is now up and running in Wigton.

Bereavement Cards

The practice is now sending out bereavement cards to all of our deceased patients' families. We have put a guide on what to do next inside the card which includes contact numbers and relevant information to help patients through a difficult time.

Iplato – Text Messaging Service

KT informed the group that since we have been using the text message reminder service that our DNA's (do not attend) have reduced by nearly 25%. JH asked what we are doing to try and combat the amount of DNA's that we have. We used to write to patients after 3 non-attendances but this was not received well by patients. We do put a notice up in the waiting room reminding patients' of how many lost appointments per month we have. JH asked if this is the same in other practices and unfortunately the answer is yes.

Well Being Coaches

The group was informed that we are to have a new addition to the practice called Simon, although not employed directly by us he will be working closely with our team. These coaches are to help patients with social signposting and can also help with debt problems. It is hoped that this will take a lot of workload from the GP's. Simon will be working from the practice 3 days per week.

How to stop unnecessary home visits.

We have written a letter for the GP's to hand out to patients after the GP has performed a home visit only to find that it was really not necessary and that the patient could have travelled to be seen at the surgery. We have reiterated the fact that home visits are strictly for medically non-mobile patients who simply cannot get to the surgery because they are so ill. Not because they have no transport. We have found that patients ask for a time as they do not want to miss their hair appointment etc. This is not acceptable.

Patient Care Fund and District Nurse Donations.

As per our discussion last month we are going to advertise our patient care fund on our website and in the waiting room. We will let patients know what this fund has contributed to in the past. It is basically made up from donations from patients, families and friends and is used to buy medical equipment and promote activities that would not normally be supplied/paid for by the NHS.

It was also mentioned that when patients make a contribution to the District Nurses for the excellent patient care that either the patient or their family have received in and around Silloth that this money does not stay in our community but goes to a central fund at the Cumbria Partnership Trust and is therefore not used for the benefit of our own patients. The group were not aware of this and it was doubtful that any of our patients know about this.

CQC visit.

KT has asked for two volunteers to attend on the day to talk to the inspectors and it was agreed that KT would ask whoever was available on the day but all were more than happy to volunteer should they be free.

PRIVACY AND WAITING ROOM

JH made a comment that whilst at the reception desk one day that all of the patients in the waiting room could hear what he had to say and could something be done about this. We will put a better radio in the waiting room to try and mask the noise. Unfortunately most GP practices now are open plan. We did point out that we do have a notice in the waiting room to inform patients they should they wish to discuss anything confidential that they should inform the receptionist and they will be taken to a side room. JH was not aware of this.

Next meeting – April 2019 (date and time to be agreed)