

Patient Participation Group

Minutes of Meeting held on Tuesday, 9th January 2018

Present:

Gary Cunliffe	– Practice Manager (GC)
Ann Lewis	– Patient Services Lead (AL)
Marjorie Willoughby	– Patient (MW)
Donald Clough	– Patient (DC)
Stephen Gomersall	– Patient (SG)
Simone Wood	– Patient (SW) - New Member

Apologies:

Bill Stemp	- Patient (BS)
Peter Leedale	- Patient (PL)
Beverley Clark	- Patient (BC)

1. Introductions

Simone was introduced to the members of the group as tonight was her first meeting since joining the group.

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

The minutes from January 9th, 2018 were discussed – no issues raised and minutes were approved. Actions from the last meeting were also discussed and approved.

4. PPG Network Meeting – Meetings for 2018

Meetings will start again in January 2018. The next meeting has been changed from the 24th to the 29th of January 2018 at the new venue, Tesco, Clifton Retail Park. Bill normally attends these meetings, but if any other group members would like to attend, they would be welcome. Please let Ann know if you are attending.

5. Surgery Updates

DNA's (Did Not Attend)

Group members were updated on what is currently being done to reduce the number of DNA's at the surgery. Monthly and weekly figures are displayed in the surgery on posters; envisage monitors as well as on the website. 3 letters have been created to send to patients at different stages of their non-attendance cycle. Advice has been sought by PCSE (Primary Care Support England) as to what procedure we follow if we need to remove a patient from the practice – the relevant forms have also been sent to us. It was confirmed that Bloomfield Medical Centre has legal rights to be able to remove patients from the practice.

We will look at patients on an individual basis as not all are going to be straight forward. We look at the history, the medical and mental issues of patients before we decide on the best way to deal with them. We still have a duty of care for the patient.

A suggestion was made have calendars that we can give out to our problematic patients so they can keep a visual record of their appointments.

We are trying to educate patients on how easy it is to cancel their appointments allowing other patients to be able to be seen sooner.

6. Social Media

Gary confirmed that the new Facebook page has now been set up. The old page, which wasn't set up officially by Bloomfield will go off line in 14 days. Gary and Ann will be Admin on the new page and will be able to 'vet' what comes in and what can be shared etc. We will have more control of the page and anyone with complaints or bad comments will be dealt with 'off line'.

The website does need updating which is a 'work in progress' for Gary and Ann, who are learning how to upload items, post news etc as things crop up.

7. Patient Access

Patient Access is available to all our patients. There is a big push at the surgery to get more of our patients signed up to this. There is a contractual agreement from the surgery to sign patients up. It is an easy process, where patients only need to give us an email address and we can register them and verify their account. They can make/cancel appointments on line, order repeat prescriptions etc. Since the 8th of December an extra 179 patients have signed up. All the staff have had the relevant training as how to register patients, and all new patients who register with the surgery are given a form and will automatically be registered to Patient Access if they have provided an email address.

8. Patient Feedback (Friends and Family), Compliments & Compliments

Friends and Family is a short survey which asks patients if they would recommend the surgery to their friends and family 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. Data on feedback and comments were handed out to members of the group.

The surgery does get a few Compliments that come in from patients, these can be in the form of an email, letter or card and Gary will share these with the staff at the surgery. It is good to celebrate the good that is done at the surgery and it creates a good feeling amongst the staff. Examples of some of the compliments received were given out to the members of the group. It has been suggested that we share these compliments on Facebook and the Website. The number of complaints does seem to have gone down recently, but we are still getting some, these are investigated, documented and resolved in a timely fashion.

9. Survey

At the last meeting the group looked at 3 examples of surveys and were asked to bring comments back to the group at this meeting. It was discussed that we use the shorter example but add a couple of the other parts of another survey. Ann will put this together and will bring to the next meeting to finalise.

10. Any Other Business

MW – Wanted to know if we had any further thoughts on Pictures being put up around the surgery. We have received a picture made of sequins from one of our patients, which was shown at the meeting; this is a starting point for us. We will over the next few months look into working with the local schools, have a picture competition as well as asking patients and staff for input into Pictures and Photographs that can be put up in the surgery.

GC - Explained to the group about how the surgery is dealing with unacceptable behaviour from some patients. We have had a couple who have been confrontational with the staff at the reception desk, swearing and shouting abuse at them. Patients now receive a letter telling them that behaviour like this won't be tolerated, and if they receive 3 letters we will be in a position to remove them from the surgery.

Details of Next Meeting: Tuesday, 13th February 2018 at 5.00pm

Actions

	Outstanding
	In Progress
	Completed

DATE	ACTION	ACTIONED BY	DATE TO BE COMPLETED	
09/01/2018	Finalise Survey in readiness for next meeting	Ann Lewis	13 th February 2018	
21/11/2017	Send Nathan email address of all Bloomfield PPG Members - to be invited to PPG Network Meetings	Ann Lewis	Completed	
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 Completed	