

PPG Minutes – 8th June 2017

Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

- 1) **Chairman's welcome**
Welcome to all today, good to see everyone!
- 2) **Those present.**
John Todd (Chairman) Mick Gregory (Vice Chairman) Carole Jefferson (secretary), Alison Atkins, Elizabeth Sharpe, Helen Davison, Ian Farnfield, Karen Moore, Margaret Hopkins, Peter Lewis, Sheila Hartley, Ursula Mullin, Paul Hanlon (Charnwood Community Medical Group Business Manager).
- 3) **Apologies were received from**
Anne Lockley, David Meredith, Godfrey Moustache, Jay Webb, Roger Harris. John has been in touch with Hilda and she ends her regards. She is making a steady recovery and is keen to be back with us as soon as she can. Shirley is still recovering well.
- 4) **Approval of Minutes and matters arising**
 - a. The minutes were approved and signed.
 - b. **Matters arising:**
 - i. Item 5. Kerry Turnbull will be coming to our September meeting to give her presentation
 - ii. Item 6b – Bloods and Sutures.
 1. Paul gave us an update.
 2. There have been several meetings about this issue and the practice has received confirmation that the Urgent Care Centre will be available for follow up blood tests and suture removal from 19th June 2017.
 3. The service will be reviewed in four - five months.
 4. Information about how to access appointments will be available in due course
 - iii. Item 9 – Dr Williams will be joining us on 8th March 2018 (AGM) to talk to us about the Chronic Diseases Management system that he has developed with the Practice.
 - iv. Item 10 (b) x – Mick has produced a draft newsletter and this should be published in 7 – 19 days. Thank you Mick .
- 5) **Summary of Group Discussions (April meeting)**
 - a. Mick reviewed the discussion questions that had been used to support the groups

- b. Roger took the flip chart sheets away and summarized them for us (previously circulated)
- c. Mick also produced a mini feedback sheet for all of us to complete so that we could provide further information*
 - i. Activities of the PPG Group
 - 1. We like visiting speakers. How often?*
 - 2. Do we wish to know about wider health issues, for example, those that might impact on the Practice?*
 - 3. Efficiency in the meeting – Minutes – these come out a week ahead of any meeting. Please could we read them and email comments to Carole ahead of the meeting. Agreed.
 - 4. PPG notice boards – it was agreed that they are a good idea.
 - 5. Suggestion boxes/books. It was agreed that these too are a good idea. Paul commented that the books tend to be used more than boxes and that all of the comments are recorded and can be found on the Practice website, alongside a note of action that had been taken.
 - ii. Patients Survey (week commencing 25/9/2017)
 - 1. Patient engagement. It was agreed that we could provide information during the survey week. If we wish to do this, we need to decide as a group what we could or should do (agenda July).
 - 2. Some of the questions need to be re-worked, some may still be relevant.
 - iii. I'm Not Well, What should I do?
 - 1. There may be material already available for the group to work with
 - 2. Kerry Turnbull will be coming in September.
 - 3. 'End of Life' issues will fall into Caring for the Carer project.
 - 4. There was a lot of discussion about appointments, i.e. being able to book 48 hours ahead. This is for patients who don't consider that they are so ill they have to be seen on the day, but could wait till the next day. They would then not need to ring the surgery at 08.00 hrs.
 - 5. There was also a lot of discussion about sharing information over the phone with the receptionist. There are training and confidentiality issues involved.
 - a. A member described an instance where, in an emergency, information was willingly shared with the receptionist, resulting in a timely urgent appointment
 - b. Another commented that if one attends the UCC, one is required to give information to the receptionist anyway and if it really is an emergency, then why not?
 - c.
 - iv. The scribes will look at the flip chart sheets to see if they can decipher/explain some of the notes.

6) **Project Groups.**

a. Colleagues volunteered to work on the groups. They are as follows:

- i. *I'm Not Very Well, What Should I Do?* Leader - Mick
 1. Remit – to produce simple advice for patients. There is a lot happening locally and in the country about Urgent Care. Officers thought it would be a good idea for us to look at the matter from a Primary Care point of view, hence this title.
 2. Group members – Mick, Alison, Helen
- ii. *Caring for the Carer and... What to Do When Someone Dies.*
 1. Remit: In the event of being involved with someone who has a long term illness, who is cared for at home, or suddenly dies without warning simple advice about what to do.
 2. Group members: Margaret, Elizabeth, John, Sheila, Ursula. Leader to be decided.

- iii. *Patient Satisfaction Survey* – Leader – Roger
 1. What questions do we need to ask?
 2. To run the survey week commencing 25th September 2017
 3. Group members – Peter, Karen, Carole
 4. Roger will convene a meeting to start the project in early July

- iv. Carole to email colleagues who were absent at this meeting to offer them the chance to volunteer to belong to a group. Additional volunteers as follows:
 1. Jay – Caring group
 2. Anne – Patient Survey

7) **Practice News**

- a. The CDM (Chronic Disease Management) system has now been rolled out fully. The system should mean that Patients have to attend fewer times through the year as all of their conditions will be monitored through one system.
- b. We are currently working with our local IT department to develop a version of the Friends and Family that can be displayed on the touch screens at Rosebery. This will allow us to collect more information on Patient experience at the surgery.
- c. We are currently trialling a Health Pod which will allow selected Patients to monitor their height, weight and blood pressure along with a set of health questions. The Pod will use people's online logins to register their details. It would be helpful if anyone in the PPG was interested in giving it a test before we make it available for other Patients.
- d. We are continuing to work on some changes to the telephone system with GP recorded messages and are looking at some of our admin workflows to try and reduce the pressure on the GPs.

8) **Meetings attended**

- a. No one attended the LLR meeting at Leicester Racecourse – Paul will update us at our next meeting
- b. John and Carole fed back about the WLCCG PPG Network meeting on 27th April, on May 11th.
- c. Networking – John went to Markfield PPG on 15th May.
 - i. It was a good positive meeting
 - ii. Membership of the PPG group includes the pharmacist, who works alongside the surgery and a GP
 - iii. They are working well and are interested in what our group has done. They have set up a team to check documentation for readability.

9) **Agenda items for July 13th 2017** – please contact John in good time

10) There was **no AOB.**

11) **Date of Next meeting** – 13th July 2017

12) **The meeting closed** at 18.15. Many thanks to all for your attendance.

Minutes agreed and signed as correct..... (Chair) Date.....