

PPG Minutes – 8th November 2017

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

1) **Chairman's welcome**

Mick was in the chair, as John has succumbed to a nasty cold. Hope you're well soon John! It is good to see such a good turnout, colleagues resisting the urge to go to the Fair until after the meeting.

Welcome to Susan, who was deputizing for Paul. Congratulations to Susan for her recent promotion – CCMG Practice Manager from Monday 13th 2017. Thank you Susan for all you have done to help us in the past, we wish you every success in your new role!

Nick Hurst, the new manager at the Urgent Care Centre, is ill and therefore unable to speak to us tonight. Tonight's agenda will be taken in a different order...

2) **Those present.**

Mick Gregory (Vice Chairman), Carole Jefferson (secretary), Alison Atkins, Elizabeth Sharpe, Helen Davison, Hilda Puttick, Ian Farnfield, Karen Moore, Margaret Hopkins, Shirley Siriwardena, Ursula Mullins, Susan Ibbotson (CCMG Practice manager) representing Paul

3) **Apologise received**

John Todd (Chairman), Anne Lockley, David Meredith, Peter Lewis, Roger Harris, Paul Hanlon (CCMG Business Manager)

The secretary wasn't able to contact Rezia Begum, Hilda offered to check to see if the e mail address is still up to date. Thanks Hilda.

4) **Approval of the minutes of the last meeting** October 12th 2017 and matters arising.

a. The minutes were agreed.

Matter arising – The Health Pod, after several of us had a play on it and discovered a few bugs, the Pod is awaiting a new interface. At which point, there will be several volunteers keen to break it again...

b. Notice of Resignation

- i. According to our constitution, 'officers' are elected annually at the AGM and may seek re-election in their or another post. Ideally, no one should serve for more than three years in any one role.
- ii. Early last year, John intimated that he was considering standing down at some stage and he has decided to do so, with immediate effect due to his illness over several months, and his subsequent absence from our meetings. He has agreed to stay on as a member of the group. This is good news as through his leadership, the PPG has flourished over the past seven years and it will be good to be able to continue to enjoy his contributions.

- iii. Therefore there needs to be an Interim Chairman while a replacement is elected.
- iv. It was agreed that the election of a Chairman could wait until the AGM in March 2018. ***This means that come February/March we shall be seeking nominations for a Chairman.*** So, colleagues, you need to get your thinking caps on...
- v. Mick Gregory (Vice Chairman) has taken on the role since May and is willing to continue until the AGM when all the 'Officers' roles will be up for re-election.
- vi. It was agreed unanimously that Mick should be confirmed in the role of Chairman until then (Proposed by Carole Jefferson and seconded by Helen Davison)
- vii. It was noted that the success of the group owes such a lot to John for his hard work.

5) **Practice News (Item 8 on the Agenda) sent by Paul**

- a. The re-structure of the Practice Management Team is now complete and I am pleased to announce that our new Practice Manager will be Susan Ibbotson. We are just in the process of recruiting to some additional roles to allow us to transition some of the roles around.
- b. We have now held four Saturday flu clinics and seem to have had a good uptake so far. We will be sending final reminders to those with chronic diseases in the next few weeks.
- c. HealthPod - We are just waiting for the new interface to be installed before the next round of testing
- d. We are chasing the GPs to complete their telephone messages and these will start to be added over the coming months.
- e. The pilot for the new workflow system has gone really well and we are looking to continue it in to November, the next piece of work will be to finalize the on-going safety audit process.
- f. The CCG have introduced some guidance on not prescribing some items that can be bought over the counter. We have put all of the guidance on the Practice website and there is an article that the CCG have prepared that will be sent out in the next newsletter.
- g. The Practice had a Partners meeting on 07.11.17 and held a long discussion about the appointment system. As Partners we feel that we need to introduce a safe cut off limit on some days where the system moved to emergencies only and the plan would be to introduce this in the New Year. It would be very helpful if Paul and Susan could meet up for a separate meeting with those who are interested to run through the changes and ensure we have thought about it properly from the Patient perspective if there are any volunteers. This will link in to the document that is being produced around accessing help.
- h. Paul has a note in his calendar to bring mince pies to the next meeting.

i. Discussion

- i. (g) The 'Sit and Wait' clinics need a cut off time and patients need to be more circumspect about how they use this service. Sit and Wait should not be used for e.g. repeat prescriptions, passport signing and meds reviews. There are other avenues to address these issues. It was agreed that Mick's group (I'm Not feeling Well...) would engage with the Partners to try to work out a sensible approach to appointments, as the issue is one that fits well with the remit of the project group.
- ii. (g) The Practice is trialling the use of evening GP appointments at the Urgent Care Centre. Three practices in the town are involved.

- iii. All GPs carry out telephone conversations. (d above). Patients won't be able to ask to speak with a GP of their choice.
- iv. The War Memorial which used to be on display at Rosebery School has been returned by the Carillon Museum. Well done and thank you to all who made this come about. The memorial will be on display as soon as a suitable site has been agreed.

6) **Recruitment, Retention and Ground Rules (item 7 on the agenda)**

a. Recruitment

- i. We have one vacancy since Sheila's resignation.
- ii. Carole will phone Ms June Taylor, who expressed an interest
- iii. We would love to attract a wider demographic, we need younger people if possible
- iv. Advertizing vacancies
 1. Virtual group
 2. Website
 3. Approaches to University Students?
 4. During the survey several younger people showed reluctance in being involved in any way.
 5. How can we make our PPG *visible*?
 6. Susan often talks with patients who come in requiring information – she offered to alert them to the PPG
 7. Perhaps we need to change the way we run the group?
 8. Ideas at the December meeting please!!!

b. Ground Rules

- i. The Ground Rules that we worked with originally were circulated with the minutes from the meeting on October 12th.
- ii. They were agreed.
- iii. It was also agreed to add a further one about action to be taken should a member step outside our agreed rules.
- iv. It was agreed that the Ground Rules that we work to are as follows:
 1. This meeting is not a forum for individual complaints and single issues.
 2. We advocate open and honest communication and challenge between individuals.
 3. We will be flexible, listen, ask for help and support each other.
 4. We will demonstrate a commitment to delivering results, as a group.
 5. Silence indicates agreement – speak up but always go through the Chair.
 6. All views are valid and will be listened to.
 7. No phones or other disruption.
 8. We will start and finish on time and stick to the agenda.
 9. We will respect the confidentiality of the group and discussion
 10. If any member demonstrates conduct that is outside of our shared values, it will be brought to their attention by two members of the Management Team. If there are any further occurrences of this nature the member will be asked to leave the group.

If any member demonstrates conduct that could bring the practice into disrepute they will be asked by a partner of the practice to leave the group with immediate effect.

7) **Project Groups - Update(Item 6 on the Agenda)**

a. Caring for the Carer

- i. Elizabeth reported on behalf of the group (Margaret, Ursula, Jay)
- ii. They are to meet Paul on Tuesday 14th November to agree the content and format of a leaflet which will be issued in medicine packs by Rosebery Pharmacy
- iii. The leaflet could be trialled by Rosebery Pharmacy in January initially.
- iv. It may be possible to roll out the initiative during Carers Week in June.
- v. There was some discussion about an eye catching presentation, possibly a 'cut out stand up GP' with leaflets in his/her hand. The management team has already discussed the possibility of such a device.
- vi. Susan offered to type up the leaflet when it has been agreed by the partners.
- vii. Thanks to the group for their excellent work!

b. Patient Satisfaction Survey

- i. Susan produced copies of the initial analysis, completed on Survey Monkey.
- ii. 473 surveys were completed.
- iii. Mick explained about how useful it is to cross reference some of the responses, to try to establish what might be behind them. For example Q3. 16% said that they had been put off going to the doctor. Is it a problem with transport (Q1) or something to do with age/frailty (Q2)? Survey Monkey can facilitate such 'drilling down'.
- iv. Round the table suggestions came as follows – to cross reference
 1. Q3 & Q4 – getting to the surgery and transport used
 2. Q1 & Q5 – surgery attended and help given by the Reception teams
 3. Q1 & Q9 – Branch surgery and level of satisfaction
 4. Q6 & Q1 – Branch surgery and getting through to speak to someone
- v. The information is very good and helpful to the Partners – the results are very encouraging!
- vi. Q11 – it seems that more patients know about the PPG, which is gratifying. The survey project team will meet to review the outcomes from the survey and look at the suggestions made at the meeting.
- vii. Mick will write to the Partners and Reception staff to thank them for being so helpful to us and accommodating. Thanks Mick.

c. I'm Not Feeling Well, What Should I Do?

- i. Mick showed us the latest version of the leaflet, which is very eye catching and has clip art showing a very poorly person on the front! This

document took a lot of work and focused discussion to provide guidance for patients.

- ii. A friend of Micks has offered to work up the leaflet using desk top publishing software. He will do a good professional job.
- iii. Mick asked us to take away the draft leaflet, read it at our leisure and send comments to him.
- iv. Sponsorship may be sought to produce the leaflet.
- v. In the interests of reinforcing the messages about the most appropriate place to go for help, GPs will be recording messages to go out on the phone system while patients are waiting to speak to Reception. Paul will bring the scripted messages to a meeting for us to hear.

9) Meetings attended – reports

- a. No one has attended any meetings
- b. Reminder about the WLCCG PPG Network meeting to be held next Wednesday (15th November 2017) – Details about the meeting have already been circulated, could colleagues register their interest themselves please using the links provided.

10) Agenda items for the next meeting, 14th December 2017

Please let Carole know

11) Date of next meeting – December 14th 2017

Paul promised to bring mince pies!!!!

12) The meeting closed at 18.32. Thank you Mick for chairing us thanks all for your attendance.

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