

MINUTES OF THE PATIENT PARTICIPATION GROUP
HELD ON THURSDAY 19TH NOVEMBER 2015

Present: Tim Mawer, Jill Woodcock, Robin Bursell, Maureen Bursell, Andy Challis, Barry Smith, Julie Vickerman, Lesley Redman, Elizabeth Kipling-Vasey

1. Apologies for Absence

Margaret Clayson

2. Framework and Terms of Reference of the Group

The group worked through the document prepared in July 2015 by Mrs Bursell.

All present agreed the following:

- The group should be called The Patient Participation Group (PPG)
- An additional aim of the group is to satisfy the CQC Inspection requirements
- Try and increase the numbers within the group
- Development of a mock CQC to meet the requirements of CQC
- Possibility of a speaker to visit the group (Stephen Brown from Leyburn ?)
- Membership of the group – wording to be decided later
- 2 meetings per year – AGM and a Business Meeting
- All minutes to be published on the web-site
- List of priorities to be publicised on the web site as well
- Decision making of the group to be fed back to the Doctors
- Newsletters for the future
- Email list of patients registered (for those who want to volunteer this information)
- Tim Mawer to run the group for the time being, however this can e re-visited at the next meeting. Elizabeth Kipling Vasey volunteered to take over when she has more understanding of how the group will progress. We can advertise on the web-site that we are looking for secretarial skills. Another possibility is to advertise in the D&S Times
- How will priorities be arrived at using a virtual group
- List of priorities which can be tweaked as we go along
- Need to incorporate the 5 CQC groups which will be inspected
Action: Andy Challis to further discuss with Tim Mawer
- What questions do we want to ask
- Do we want someone in the waiting room asking patients to complete the Ipad survey
Jill mentioned that Mrs Clayson had volunteered to carry out a survey in the waiting room.
- Approach YMCA for new members
- Whatever evidence we receive needs to have an outcome
- Suggestion Box Forum: You said We did
- Surgery Notice Board to display the feedback
- Email system to be used between the group with word documents being produced to display the priorities

Action Plan to deliver the initiatives

How would we measure the success?

We require a document

People need to be focused and driven

We need to identify the key priorities which must be fulfilled

Action: J.W. to forward the template to T.M.

Action: T.M. to update the Terms of Reference Document and publish it on the website.

3. Frail Elderly Patients – Update

Tim Mawer explained that this is a new project being run by the practice using monies to employ a Health Care Assistant. Quakers Lane Surgery Practice Nurses will be going out into the community to visit our frail and elderly patients to monitor their health care.

4. Friends & Family Feedback

The Friends & Family Test (FFT) is a feedback tool which offers patients the opportunity to provide feedback about the care and treatment they have received. This is not a traditional survey; this will be a continuous loop between our patients and staff.

The FFT asks if patients would recommend the services we provide and how we could improve them. This provides a mechanism to highlight both good and poor patient experience. The data is completely anonymous and is not compulsory, but is available to all patients.

The practice submits monthly results through CQRS and also displays a monthly breakdown in the waiting room of how likely our patients are to recommend our GP Surgery to friends and family if they needed similar care or treatment.

5. New Improved Telephone System

The surgery has recently installed a new telephone system to meet the high demand of incoming calls. The system has been up and running for three weeks and appears to be working well. All incoming and outgoing calls are now recorded.

A suggestion was for a patient satisfaction survey to be carried out to see if patients were happy with the new system.

6. Health Care Assistant

The surgery has recently employed a new Health Care Assistant who will release some of the pressure on our Practice Nurses. Sue Rutherford commenced at the surgery on 2.11.15 and is available to carry out many clinical procedures including INR bloods.

7. Patient On-Line

QLS patients now have access to the following information on-line:

Repeat Prescriptions

GP Appointments

Immunisations

Information is available on the QLS website.

By April 2016 patients will also have access to further personal information such as personal clinical coding.

8. **Any Other Business**

i) **Website**

The QLS website needs a link to the NHS England site

Action: J.W.

ii) **4 Day Christmas Holiday**

Notify patients on the surgery website

Action: J.W.

A surgery newsletter could also advertise the surgery closure over the festive season.

It was questioned whether we could put something onto the ticker-tape within the waiting room to advertise when the surgery will be closed over the Christmas period. It was agreed that this would be looked into by J.W.

iii) **Hot Clinics at The Friary**

Available for elderly vulnerable people.

How do we get the information out to patients?

Suggestion: Email

Should we carry out a survey to identify how patients want to be contacted?

Would patients find this useful?

We need a communication plan to collect patient email addresses.

Can we ask patients if they would like to receive a newsletter?

It was agreed that before the above questions could be addressed we need to advertise the terms of reference on the internet to demonstrate our commitment.

Action: TM

iv) **Dr Kipling's forthcoming Retirement**

Dr Mawer notified the group that Dr Kipling will be retiring from the surgery in April 2016.