Westlands Patient Participation Group Minutes

Thursday 6 June 2015 18:15 to 19:15

Attendees:  
- Mr David Rowles, Patient Representative - Chairman  
- Mrs Geraldine Smith, Patient Representative  
- Mrs Amanda Craig, Patient Representative  
- Mr Bob Bloomfield, Patient Representative  
- Mrs Diane Smith, Patient Representative  
- Mr David Lloyd, Patient Representative  
- Jackie Dalby, Business Manager  
- Joseph Todd, Practice Manager  
- Lisa Mathews, Reception Team Leader  

Apologies:  
- Mrs Jill Newby, Patient Representative  
- Mrs Elizabeth Howkins, Patient Representative  
- Mrs Sue Martin, Patient Representative – Secretary  
- Doctor Paul Bennett, Partner

Welcome Introductions and Apologies
- Mr David Lloyd was welcomed to the group and apologies were received

Minutes from previous meeting
- The Minutes were agreed

Matters arising from previous minutes
- These will be covered in other items on the agenda

Practice News
1. Joe introduced himself to the group and updated on additional staff changes
2. Dr Patti Nicholson will shortly be commencing maternity leave for a period of at least 7 months
3. Dr Chris Castle will be completing his GP training in August and the Practice is thrilled that he will be joining us a Partner.
4. Dr Rachel Elliott has been offered an Associate Deanery position to be responsible for Trainee GP’s in the Portsmouth and Isle of Wight area. She will be reducing her sessions to 2 per week for the next 12 months.
5. Dr Abu Mohammed will be re-joining the Practice in August following his Q&E rotation at QA Hospital
6. Dr Tucker is currently on compassionate leave.
7. We have a strong training/education ethos within the Practice. We are pleased to confirm that a new apprentice Danielle Russell will be joining the Practice shortly. She will be with us for 13 months and will be trained on reception and administration.
8. Jackie gave an update on patient feedback. FFT. - The Practice now gathers this feedback by – Paper forms, text messages and smartphone app  During April/May we received 108 results. 88% likely to recommend us, 2% indifferent and 10% unlikely to recommend. We have received one comment on NHS Choices. This is a patient that Joe is in regular contact with regarding her concerns. We have also launched a ‘comment book’ in reception. Joe and Lisa review this regularly and write an acknowledgement or update next to each comment.

9. The online promotion week was a extremely successful. We have increased the number of registrations from 600 to 775. A big thank you to all the members of the PPG who came into support this. It was agreed this should be repeated later in the year.

10. The Practice is looking at becoming a pilot practice in the area to be ‘dementia friendly’

David, on behalf of the PPG welcomed Joe and offered best wishes to Dr Patti Nicholson, congratulations to Dr Chris Castle and Dr Rachel Elliott and a welcome back to Dr Abu Mohammed. The PPG’s thoughts are with Dr Tucker.

Annual Report

The results of the virtual group survey was distributed and discussed. The top areas voted by the VPPG were:

Online prescription requests

Carers - communication

Housebound patients – communication

It was suggested that Q4 regarding electronic prescribing could be included into online prescriptions requests. A vote was held and passed to confirm these will be the priority areas for 2015/16. Action: objectives process proforma to be sent to PPG members by 12 June 2015 –action Joe Sue will circulate for refinement and agreement via emails to enable feedback against agreed objectives at the next meeting

Feedback from PPG

David Lloyd briefed the meeting on his motives for joining the PPG are to find ways to support the Practice and its staff. He recognises the pressures of general practice and believes the PPG could be a valuable resource to help and support the practice. He is keen to explores ways this can happen for example – smoking cessation groups. David reported that Portchester hub recently will provide basic computer training for patients who may want to register for online services but lack the skills/confidence. Joe confirmed this very much ties in with our vision to be a community based practice.

Fareham Group Feedback

Fareham LPG Meeting 14th May 2015

Feedback for Westlands meeting 4th June 2015

Presentation on Dementia Friendly Practices. This was delivered by Katherine Barbour who is the Senior Project Manager for the Dementia Quality Improvement Programme in Wessex:

- Aim is to improve outcomes in all areas of Wessex
- Someone from the team will come out to surgeries to train staff (Katherine is visiting Westlands on 26th May to discuss this with Joe Todd)
- An online video has been produced called Knowledge Resources

Feedback from F & G Community Engagement Committee

- Surgery Signposters – this is a project being run by Fareham and Gosport CCG. The idea is that there will be trained volunteers in GP Surgeries who can help newly diagnosed patients access organisations and information to help them manage their condition. There will be a pilot run in a practice in Gosport to establish the best way of going about this.
- Integrated Commissioning – one new initiative is that instead of having a target of a number of hip operations, the target will be about successful, pain free outcomes.
- QA Hospital – there are still difficulties meeting the targets for A and E, but things are moving in the right direction. The Urgent Care Clinic is being extended to 24/7 (this is the GP Clinic). There is no longer a drop in Emergency Eye Clinic. An appointment must be made before attending.
- Both Podiatry and Physiotherapy are having increased funding to improve waiting times.
- The recent Target event (clinical staff in Fareham and Gosport have these 4 times per year) was devoted to the local Voluntary Groups which are Health Related.
- Healthwatch – Dementia is the priority for 2015/2016. A video is available about the new Care Act.

Feedback from Patient Group representatives

- Jubilee Surgery invited the Virtual Group to attend the last meeting and 10 new people turned up. It will be interesting to see if they continue to attend.
- Gudgeheath Lane have started a Patient Group Notice Board and are aiming to have various key subjects addressed, perhaps in relation to NHS focussed issues eg. Diabetic, Heart, Cancer etc.
- The Centre Practice continues to have problems with telephone access but the ability to cancel an appointment by email has been introduced
- Stubbington – example of quarterly newsletter and summary of activities presented at the meeting. **Action Joe will arrange for David to have a page on the Practice website for PPG updates**

**Patient Group Feedback**

Next online promotion week to be end of the summer – target the baby clinics for young parents.

1. There was some discussion regarding whether the flu clinics would be an appropriate time for promotions. Given how successful and quickly patients are seen there doesn’t seem to be time to talk to patients. **Action – review at next meeting**

2. A problem with the telephone was reported. It was 8.04am before the telephone system ‘kicked in’ and then continually engaged. Joe confirmed we had a problem with the telephone recently (around bank holidays) and this should now be resolved. The system is automated but Di does have to synchronise the timings every week.
3. Results service – no longer have a nurse available in the afternoon to give out results. Joe explained we simply do not have the resources to offer this. We would have to cancel clinic time each day to provide this service.

4. Friday afternoons seem to be exceptionally busy. There are a number of theories why this is the case. We have a high level of GP’s in running clinics and this increases the footfall through the practice. We also have an awful lot of patients coming in to collect prescriptions on a Friday afternoon or request urgent prescriptions. Diane very kindly offered to come in and give out prescriptions but Joe confirmed due to confidentiality we could not accept this offer. **Action Consider what types of volunteering the group could do to support the practice – ALL**

**AOB** - None

**Date of next meeting – 9 September 6.15pm start**

**Patient Survey Annual Cycle Continuation Feedback**

- **June** – Prior to meeting – obtain feedback on Priority Areas. At meeting, agree Priority Areas for coming year. Provide and review Patient Group Feedback and agree circulation to patients. After meeting circulate feedback to patients.

- **September** – Prior to meeting – obtain feedback on Priority Areas. At meeting, review progress on actions, provide and review Patient Group Feedback and agree circulation to patients. After meeting, circulate feedback to patients.

- **December** – Prior to meeting – obtain feedback on Priority Areas. At meeting, review progress on actions, provide and review Patient Group Feedback and agree circulation to patients. After meeting, circulate feedback to patients.

- **March** – Prior to meeting – obtain feedback on Priority Areas. At meeting, review NHS annual report. Review progress on actions, provide and review Patient Group Feedback and agree NHS Report and feedback circulation to patients. After meeting circulate NHS Report and feedback to patients.