**Draft**

PATIENT PARTICIPATION GROUP: CORE GROUP: 3 JUNE 2016

Those present:

Patients: Audrey Alford, Anne Allan

(apologies received from David Williams, Paul Alford, Craig Marriott, Michael Cohen

Glossary: Old Court House (OCH), Patient Participation Group (PPG), Clinical Commissioning Group (CCG), Patient Reference Group (PRG), Healthwatch (HW), Robin Hood Lane (RHL), Care Quality Commission (CQC)

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| ***Item*** | ***Action*** |
| 1. **PPG meetings**:   Core and Liaison Group  The following dates have been proposed subject to amendment/confirmation by the Practice:-   1. Friday 5th or 12th August Core Group 12.00-1.00pm followed by a meeting with the Partners at 1.00pm - A.Alford, P.Alford, A.Allan and D.Williams to attend; 2. Wednesday 5th October 5.30-7.00pm Core Group – primarily to draft the Annual Survey 2017 and decide newsletter articles; 3. ***Amendment*** - Friday 2nd December Open meeting 1.30 – 2.00pm, Core Group 2.15-3.00pm (to approve draft of Annual Survey) followed by a Liaison Group 3.00-4.00pm. | A.Alford to liaise with Dr W re. meeting with Partners and inform PPG  Oct 5th confirmed  Dr W to confirm amended timings for 2nd Dec. Dr W to confirm joining PPG for Liaison Group at 3.00pm |
| 1. **Open meetings:**   The next proposed Open meeting will be held on December 2nd prior to the Core Group as detailed in point 1. |  |
| 1. **Annual Survey:**   A.Alford & AA went through the results and patient comments.  57 completed questionnaires – 32 written, 1 from suggestions box, 24 online  Some responses:   * Q1 – which surgery? 1 x RHL, 21 x OCH and 35 x both * Q3 – Do current arrangements for booking appointments by telephone meet patient need? Yes = 20 and No = 37 * Q4 – making telephone appointments, especially early morning, is still an issue * Q5 – patients missing appointments - suggestions: penalty of some kind e.g. fine, remove from practice; text/email message to remind/confirm; have a message on answerphone to call surgery if unable to attend * Q8 – problems requesting online prescriptions. Meeting suggested instructions could be put in Practice booklet and an instruction sheet to be handed out by reception staff if needed * Q13 – Open meetings: a preference for evening meetings therefore we can probably assume that this would also apply to themed presentations * Q14 – some suggestions for themed presentations - managing allergies, weight management, prostate problems, dealing with arthritic pain, cancer support, asthma, skin, the role of gut bacteria etc. * Q16 – invitation to become involved in the virtual PPG group – 10 new people gave email addresses (11 in total but one has already attended a meeting) * Q18 – What does the Practice do well? There were 22 positive and 11 negative responses plus 4 suggestions * Q20 – If the Practice has not served you well please comment. There was 1 positive and 1 negative response * Q21 – Comments about the new website were invited. There were 6 positive and 2 negative responses plus 2 suggestions.   Annual Survey cont.….  Observations  There were a lot of positive comments about the Practice, staff and services.  More people wished to be signed up to the PPG.  While the PPG numbers have increased for the Virtual Group, some of whom may wish to attend an Open meeting, the Core Group should remain as 6 otherwise it will become unwieldy.  Issues  Booking appointments by telephone especially in the morning  Little use of the website (if have access)  Need for a comprehensive Practice booklet  Some negatives are resolvable but the patients don’t know how to resolve them  Evenings better for Open meetings and presumably themed presentations as well  Mixed comments about the reception staff  Disappointing response to the newsletter and Annual Survey  The PPG need to ask the Partners if they wish to have a 2017 Annual Survey and if so are what questions would they like to include or delete. Do the survey results get published on the website? | PPG to suggest as an agenda item for the August meeting with the Partners |
| 1. **PRG:**   Report received from Rep – P.Alford   * Healthwatch (HW) are promoting the Clinical Commissioning Group’s (CCG) bi-monthly meetings; * HW offering funding for local NHS interest groups (max £750) to fund events; * Sutton Carers Forum Wed 8th June at 12noon Salvation Army; * Mental health leaflets for display on PPG boards; * Sutton Clinical Commissioning Group commissions GP practices only not optometry, dentistry or pharmacy. Some GP practices offer: General Medical Services (GMS), some Personal Medical Services (PMS) and some additional Personal Medical Services. What does our practice offer? Why are there different levels/different surgeries? * A third of pharmacies are going to run minor ailments scheme.   The use of the HW and CCG websites should be promoted in the next newsletter.  Dates of future meetings  7 September 2016  2 November 2016  Healthwatch Sutton is contracted by the CCG to run PRG meetings. |  |
| 1. **Newsletter:**   The meeting recommended issuing the next newsletter in the Autumn - early December 2016.  It was suggested that articles to be written for the next newsletter could include the promotion of HW and Sutton CCG websites, pharmacies going to run minor ailment scheme, online repeat prescriptions, online booking of advance appointments and possibly the new Practice booklet. | Newsletter to be on the October Core Group agenda |
| 1. **Practice booklet:**   To be raised at the meeting with the Partners. The PPG would like to have space to advertise themselves and encourage new recruits. |  |
| 1. **Website upgrade:**   The Practice now have a good new website. The PPG to query why there is no email address for them on the website as it is on everything else. It was agreed that carer(s) and/or registered patients should be welcome to attend meetings.  All information for uploading to the website needs to be sent to Dr W. There is no regular day when the webmaster comes into OCH to update the website. | A.Alford to liaise with Dr W re. PPG email address on website |
| 1. **Themed presentations:**   The agreed presentation themes are dementia, COPD (Chronic Obstructive Pulmonary Disease), skin cancer and a repeat of diabetes. The meeting questioned whether we are duplicating what HW are offering as Patient Education Events. Patients had indicated an evening preference for meetings in the Annual Survey and also had suggested several topics for future talks e.g. managing allergies, weight management, prostate problems, dealing with arthritic pain, the role of gut bacteria etc.  Proposed timings of presentations:-  Dementia – 15-21 May 2016 (intended to fit in with dementia week) - missed;  COPD – October 2016 – unlikely;  Skin cancer early Spring 2017;  Diabetes June 2017 (aiming to coincide with diabetes week 12-18 June 2017). | PPG to suggest as an agenda item for the August meeting with the Partners |
| 1. **OCH refurbishment:**   There has been no update on the OCH refurbishment. DW and AAllan have not been contacted for any further information concerning the disabled parking issues. | PPG to suggest as an agenda item for the August meeting with the Partners |
| 1. **Ongoing issues:**   Promotion of PPG  There was no update on the promotion of the PPG.  Assisting on National Health Days  It had previously been suggested that the PPG could maybe assist on National Health Days by handing out leaflets etc.  Practice booklet  See point 6. | PPG to suggest as an agenda item for the August meeting with the Partners  PPG to suggest as an agenda item for the August meeting with the Partners |
| 1. **AOB:**   PPG Structure – a summary  The PPG requires two email circulation groups:   1. Core Group 2. A ‘Virtual’ Group   Core Group 6 members  All can attend Liaison Group meetings with Dr Wimbush and 2-3 members attend meetings with the Practice on a rotational basis. Receive all communications attend all meetings. Six members otherwise it will become unwieldy.  Virtual Group any number  Notes of meetings, invited to Open meetings, consulted on issues from PRG/Practice. Recruit via Annual Survey and various other means. | AA to circulate a separate list of names and contact details received to date for the Core Group and Virtual Group |
| * **Dates for future meetings:**   The following dates were proposed:   * Wednesday 5th October 2016 at OCH 5.30-7.00pm Core Group – Agenda primarily to *(a) draft the Annual Survey 2017 and (b)decide newsletter articles;* other items could include: *(c)Open meetings, (d)meetings with Practice, (e)Practice booklet, (f)website, (g)themed presentations, (h)refurbishment of OCH, (i)PRG News/Rep report, (j) on-going issues – see notes of previous meeting, (k)dates for future meetings, (l)AOB.* * ***Amendment*** Friday 2nd December Open meeting 1.30 – 2.00pm, Core Group 2.15-3.00pm (to approve draft of Annual Survey) followed by a Liaison Group 3.00-4.00pm. * Skin cancer early Spring 2017; * Diabetes June 2017 (aiming to coincide with diabetes week 12-18 June 2017). | A.Alford to liaise with Dr W re. all dates, venues and inform PPG |

Anne Allan 20 August 2016