



Patient Participation Group (PPG)

Patients, Carers and Staff working together to develop and improve the practice

Meeting Minutes

DATE:	Tuesday 21st February 2017
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Greenhough – Administrator Apologies sent by: Karen Jones
GUEST(S)	Interpreter for SG
PRESENT – Patients	12 patients invited to attend. 11 attended Apologies sent by: GC <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes take by:	Karen Greenhough

() letters shown in brackets relate to handout pack sheets

1. Welcome

This is our **22nd** Patient Participation Group meeting.

Thank you to group member SI who has volunteered to chair this meeting.

Welcome to New member LF.

2. From last meeting

PPG meeting minutes dated 29th November 2016 were approved by the group.

3. Patient Participation Group Administration

We presently have **12** group members and **43** virtual panel members. The combined group is mainly representative of our practice population. We seek to have some mums or dads with young children on the group and are still promoting this.

We continue to welcome new members to the group.

The role of the PPG includes:

- Being a critical friend to the practice
- Advising the practice on the patient perspective and providing insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the practice
- Organising health promotion events and improving health literacy
- Ongoing communication with the patient population

PPG ground rules

A copy of the PPG ground rules were handed out **(A)**.

PPG terms of reference – annual review (B)

The document was approved for the following year. Next review date will be March 2018.

SI – suggested that the PPG ground rules be added to the terms of reference document. Karen G to action.

PPG Action Plan 2017/18 (C)

The group agreed the new format plan and content.

The plan will be updated throughout the year as further items for action are identified. It was felt that these could be discussed further following the PPG training (see below).

PPG Training

Leeds West Clinical Commissioning Group is now able to offer a short training session for PPG group members here at the Fountain Medical Centre.

It was agreed that the practice will contact LWCCG to arrange a date – possibly 5pm on Tuesday 28th March or Tuesday 4th April.

Members will be advised as soon as a date is agreed. Group and Virtual panel members will be invited to attend.

Karen L – discussed how the PPG could assist the practice by taking over more responsibility for running the group. Practice staff would only attend when the group felt it was necessary.

4. Agenda items for this meeting

PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 2nd February advising that this group meeting was taking place. It included the following wording "If you have any ideas or other comments that you wish me to take to the PPG *Group* meeting on your behalf please let me know".

No comments received back this time.

FMC Patient Newsletter – Summer 2017 edition (D)

The newsletter will be on display in the waiting areas / website from 1st March.

Early diagnosis of Cancer

Our practice is actively working to increase the early diagnosis of cancer in patients.

We have now covered: Bowel, Skin, Breast, Prostate, Children's/teenage cancers, Lung, Ovarian, Head & Neck, Cervical, Testicular and Pancreatic cancers in our quarterly patient newsletters together with a cancer story from SP.

We will cover Liver Cancer in the summer 2017 edition.

The NHS Friends and Family Test (FFT)

From the 1st December 2014 the NHS launched the NHS Friends and Family Test. This is a simple form for patients to complete after they have received care or treatment at the practice. Patients are able to fill in paper copies at reception, complete on the website or by SMS following attending for an appointment.

The NHS wants to make sure that patients have the best possible experience of care, and that they can easily let practices know their views on the quality of their care. The NHS has introduced the Friends and Family Test because they want to obtain regular and timely feedback from patients about their care and treatment.

*The test will add value to existing feedback activities by gathering near real time feedback that is directly comparable across practices. ***This is something the practice has to do.****

Patient Participation Groups are encouraged to view and discuss any issues relating to monthly results so we will continue to include these in our meetings.

Results and comments sheets for Nov/Dec/Jan **(E)** were discussed with the group.

Question 1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Nov – 81% extremely likely / 6% likely (144 responses received)

Dec – 68% extremely likely / 10% likely (100 responses received)

Jan – 79% extremely likely / 10% likely (136 responses received)

Question 2. Overall how would you describe your experience of making an appointment?

Nov – 48% very good / 8% fairly good (37% n/a)

Dec – 47% very good / 7% fairly good (41% n/a)

Jan – 40% very good / 11% fairly good (43% n/a)

The monthly results are published on the NHS Choices website www.nhs.uk, are on the practice website and are also displayed on the PRG notice board in the waiting area (for patients who do not have access to a computer).

NHS choices website (F)

New patient information sheet now displayed on reception desk to encourage patients to add comments to the NHS choices website:

Our practice pro-actively works to improve the service provided by our team and patient feedback is a valuable part of this.

One way of letting us know how we are doing is by posting a comment on the NHS Choices website:

- Visit: **www.nhs.uk**
- Add our postcode **LS27 9EN** in the **Find local services** section
- Select **Fountain Medical Centre**
- Select **Leave review**
- Leave your review and submit (section 3 is an optional section where you can add your own wording)

Your comments may be regarding how we can improve our service but our team also find it rewarding to hear when they are getting it right so please let us know

Action following the last PPG meeting

1. Leeds South & East Foodbank
A notice board display has been put up in the waiting area. This includes a poster **(G)** advising that the practice now also supports the local foodbank by collecting donations from staff and patients.
JHi – who is involved with the Foodbank discussed how it worked with the group.
2. The two Care Quality Commission ratings posters are now displayed in the lobby area for patients to view as they enter the building.
3. The practice Complaints poster is now displayed prominently on the notice board at reception desk.
4. Notice now in place by the automated check-in screen advising patients if their appointment is on the ground or first floor.

Staffing Update

- Dr Aaron McManus has left (was covering maternity leave)
- Dr Kay Jones returns from maternity leave in June (covering 4 sessions)
- Dr Lucy Crosland leaves at end of February.
- Administrator Karen Greenhough is retiring at the end of March.

Dr Karen Logan – informed the group that the practice has been de-funded a substantial amount of money.

The GP Partners are presently looking at different options to take the practice forward, including staffing levels and service provision.

The group were reassured that the Partnership remained positive about the future. Employees have been made aware.

No decisions have been made at this stage but patients will be kept informed.

Weekend GP appointments available

We now offer pre-bookable routine GP appointments for Fountain Medical Centre patients.

These are held at: Windsor House Surgery, 2 Corporation Street, Morley, Leeds, LS27 9NB

Saturdays: 8am to 4pm Sundays: 8am to 12noon

If required please book with a member of our reception team (by telephone or at the reception desk).

SG – asked if these were available to book online. This was checked after the meeting and the answer is no.

Review of waiting area displays and communication materials

A group discussion took place regarding the existing notice board and leaflet displays:

SI – it could be themed better.

AR – too much information on display

AC – cancer carousel unit is good

SI – are there links on the practice website to information patients could access? Some are already in place but this could be improved.

SP – information overload on notice boards. More blank spaces may be better.

JHa & SG – Larger headings on notice boards would be better.

AR – An additional patient information folder would be beneficial to have in the first floor waiting area.

JHi – liked large display banner in lobby area.

SG – display on notice board “if you require more information please ask at reception, see our patient information folders or visit our website”.

SI – The new TVs could be used to display more information.

5. Any other business

AR – Discussed a recent visit he had to a nurse where the joined up working between the nurse and a GP was excellent.

JB – Discussed the good service she had recently received following a blood test.

LF – Felt that the signage of GP consulting rooms could be better. Suggested that rooms were numbered. Karen G will forward this idea to the premises management team.

LF – Discussed information on the practice website 'how do I make an appointment' section. Felt it could be clearer. The group were advised that there will shortly be a collected design website for practices in Leeds so this should be addressed at this time. Karen G will pass on LFs comments.

LF – Thought a list of GP working days and specialisms would be useful to have on the practice website. The practice will look at this.

Some problems with the practice telephone system were discussed. The practice was aware of this.

Karen L suggested that if PPG members were experiencing problems getting through on the telephones they let the practice know so it could be investigated.

7. Date and Time of next meeting: 6pm – Tuesday 23rd May 2017

Thank you to all PPG Group and Virtual Panel Members for their continued support

Note from Karen Greenhough:

As you will have seen from the staffing update section I will be retiring and leaving the practice at the end of March.

I have been administrator to the Patient Participation Group since it was launched in 2011.

It has been my pleasure to work with you all and together we have introduced many improvements at the practice.

I know that will continue and I wish you the very best for the future.

Kindest regards
Karen