



Patient Participation Group (PPG)

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

Meeting Minutes

DATE:	Tuesday 29th November 2016
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
GUEST(S)	Interpreter for SG Jayne Garnett – Patient Experience & Engagement Officer, NHS Leeds West Clinical Commissioning Group (LWCCG)
PRESENT – Patients	13 patients invited to attend. 10 attended. Apologies sent by: SP <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes taken by:	Karen Greenhough

() letters shown in brackets relate to handout pack sheets

1. Welcome

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

This is our **21st** Patient Participation Group meeting.

We are delighted to celebrate that the group has now been running successfully for 5 years (launched on 21st November 2011).



Thank you to all of our patients who have contributed their ideas and feedback during that time.

2. From last meeting

Meeting minutes dated 6th September 2016 were approved by the group.

3. Agenda for this meeting

PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 1st November 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 PRG *Group* meeting on your behalf please let me know”

Extract from response received from SD:

“Thank you for taking note of my comments and adding the appointment issue to the agenda.

Fountain has always been a brilliant centre for patients with all kinds of needs. The level of professionalism and care is obvious. These are the things that matter”.

Received from PJ:

“Nothing from me this time – I haven’t been in for ages!

This is probably because the automatic prescription mechanism to the pharmacy seems to be working well and reliably....”

FMC Patient Newsletter – Winter 2016 edition (A)

The newsletter is now on display in the waiting areas and practice website.

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 and Testicular cancers in our quarterly patient newsletters.

Many thanks to group member SP for the article he provided for our latest newsletter.

We will cover Pancreatic Cancer in the Spring 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 Reference 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 Aug/Sep/Oct **(B)** 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?

Aug – 81% extremely likely / 10% likely (155 responses received)

Sep – 77% extremely likely / 8% likely (98 responses received)

Oct – 74% extremely likely / 10% likely (137 responses received)

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

Aug – 46% very good (50% n/a)

Sep – 43% very good / 15% good (28% n/a)

Oct – 46% very good (45% n/a)

A negative comment received in September was regarding the time taken with a referral letter. Not sure of the details as no names required on the form however the practice secretarial team did have a backlog of work (as discussed with the PPG at the last meeting) which is now improved.

AC – advised that she had recently had a really good experience when being referred.

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

From the last meeting

1. Many thanks to group member SG who attended a meeting on 20th October to speak with staff regarding deaf awareness communication. Feedback was that staff had found it really useful and informative.
2. New notice now in the lobby area and central staircase showing locations of accessible toilets & baby changing area (The CQC inspector commented on what a good idea this was).
3. The practice is now registered as 'a referrer' to the Leeds South & East food bank. This is now being advertised to patients in the waiting area, patient newsletter and on the website **(C)**.
All – felt it would be good to really promote this well. Karen G will arrange a full notice board display in the waiting area.

As a group we could also help to collect items to donate to the food bank. JHi – will provide a list of what items are required.
We could encourage people to 're-gift' unwanted Christmas gifts etc.

Jayne – advised that the CCG can help with the promotion.

4. Many thanks to group members GC / JB / JHi who all assisted with promoting on line access at this year's flu clinic open days.

They felt that this had gone well and it would be useful to have another promotion. Monday may be a good day.

JB - advised that she had received several complaints about the on-site Pharmacy – which runs independently to the practice.

Care Quality Commission inspection

The practice had their first Care Quality Commission inspection on 20th October. It was a busy day with 3 inspectors on site speaking with staff and checking protocols etc.

*****We are very pleased to advise that our overall Quality Rating is GOOD*****

It reads as a really solid report with only a few small areas highlighted for improvement which the practice will have addressed by early 2017.

Details are on display in our waiting area and are also available to view on the CQC website (www.cqc.org.uk – search The Dekeyser Group Practice) and our practice website.

Paper copies of the report were offered to group members.

SI – suggested the ratings posters should be on display as soon as patients enter the building. Karen G to action.

Many thanks to group members GC, JHa & SG who came into the practice to speak with an inspector about our Patient Participation Group.

They all felt that he had been interested, knowledgeable and fair.

GC – did not agree with everything that he said and did discuss this with the inspector.

The inspector had felt that there was too much information on display for patients in the waiting area and it was not in an easy read format for people with sight impairment.

The PPG members were asked to look at the existing waiting area displays and feedback their comments to Karen G (email karengreenhough@nhs.net if preferred).

Some amendments have already been made i.e. Complaints & Chaperone posters are now on yellow paper / Tahoma font / size 14.

JHa – suggested the complaints poster could be displayed more prominently by the reception desk.

The practice & PPG will review all patient information e.g. practice leaflet, newsletter, information sheets and posters. This will be added to our Patient Involvement Action Plan for 2017.

These PPG meeting minutes have also now been amended to Tahoma font / size 14.

The group discussed the 3 new TV screens which have recently been installed. Patient information will be displayed on these once they are operational.

Jayne – advised that the CCG has been looking at what content could be shown on practice TVs – this is ongoing.

Staffing Update

- Dr Bryony Mathews has left the practice for pastures new.
- Dr Lee Cuthbertson has returned from maternity leave but now handed in her notice and will be leaving in January.
- We have recruited a Clinical Pharmacist, Emma Solomon who will be starting 16th January.
- A part time receptionist has been recruited who will commence employment with us in December.

Karen L advised that the Partners are meeting this week to discuss ways forward for the practice. The largest (nationwide) problem is recruiting GPs.

5. Patient Reference Group Administration

We presently have **13** group members and **44** virtual panel members. The combined group is representative of our practice population (see note below regarding young mums).

We continue to welcome new members to the group.

The role of the PRG 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

PRG members

The practice has been actively recruiting for mums or dads of babies/young children. No take up as yet.

Although the practice would be delighted to retain PPG members for another year, out of courtesy they feel they should ask if anyone wishes to stand down - including group and virtual panel members.

If yes, please advise Karen J – by letter, telephone (0113 2951611), or email (karenjones10@nhs.net).

To fall in line with other practices we are amending our group name to Patient PARTICIPATION Group (PPG).

Training

Karen J & Karen G attended a CCG Locality Development Session on 24th November looking at the role of PPGs.

Several ideas were picked up from the meeting which will be discussed further with the group.

Jayne – advised that the CCG are presently putting together a 2017 training calendar which will be distributed to practices. If any patients are interested in attending training is free of charge, expenses are paid (e.g. travel costs or for carers) and assistance can be offered with transport to the venue if necessary.

We are interested in running a PPG training session on site and Jayne was asked to liaise with Karen G regarding when this could be arranged for. The training will be in addition to our regular PPG meetings.

Jayne

- Thanked the group for their efforts this year.
- Handed out Engage magazines – a supply are available from the practice waiting area. Anyone wishing to receive a regular copy should let the editing team know by emailing commsleedswestccg@nhs.net or calling 0113 843 5470.
- Encouraged the group to join the Leeds Clinical Commissioning Groups Community Network. Forms were handed out at the meeting. Virtual panel members/ patients can find out more by contacting Leeds West CCG www.leedswestccg.nhs.uk / Tel: 0113 843 5470 / commsleedswestccg@nhs.net.
A supply of forms has been placed in the waiting area for any interested patients (by the CCG comments post box).

6. Any other business

SI – discussed an issue he has had responding to Family & Friends test survey texts. Other group members have done this without problems.

Karen G to liaise with SI and the practice IT Manager to investigate this further.

AR – Advised the group that he had recently attended 2 CCG meetings – 30th September (3 CCGs involved) and 26th October. He finds the meetings very useful.

AR – highlighted a problem with the new automated check-in screen not advising patients which floor their appointment is on. The practice will investigate and provide a notice by the screen if necessary.

Karen L – advised of a good Podcast she had viewed recently from Ben Gowland regarding PPGs.

7. Date and Time of next meeting: 6pm – Tuesday 21 Feb 2017

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



Season's Greetings to all