

Preston Road Surgery

PPG Meeting Minutes 7th May 2016

Present

Sandra Maddison (Surgery Manager), Tracey Scorer (PRG Co-ordinator), Gabrielle Hiscock (Reception Team Manager), 14 PPG members
Apologies – John Hayward (Chairman)

Welcome & Introduction

Sandra welcomed the group and thanked everyone for coming along.

Discussion 1 – Help at Hand Leaflet - Leslie Senior PPG Member

Leslie passed around a draft copy of the 'Help at Hand' leaflet (copy attached) formed by a small sub group of the PPG along with Tracey (PPG Co-ordinator). The name 'Help at Hand' was agreed with the idea of a speech bubble saying "Pin me up!" So people would know what to do with the leaflet.

It was agreed the main side should have important telephone numbers for people to see at a glance, but on the reverse we could add particular websites and email addresses, for patients who do use a computer. We also agreed it should say on the leaflet that it was produced by the Preston Patient Participation Group.

Ideas for getting the leaflet out in the community were to have some leaflets available in Preston Surgery reception and to ask Preston pharmacy if they would deliver the leaflets along with patient's medication for a couple of months. The Community Angels could hand some out and some could be taken to group meetings such as the Women's Institute.

Discussion 2 – Sandra & Gabrielle

Sandra mentioned that the PPG Awareness Week on the 6-11th June was approaching and asked the group for ideas how we could promote this. Sandra explained how the focus of the PPG is to be informed of surgery and local issues. How the PPG might work hand in hand with the surgery as a critical friend. The PPG has given practical support in the past with feedback from patient surveys. The PPG can be used as an avenue for some patients to express their views and have them passed back to the surgery anonymously.

For the PPG Awareness week, we agreed on a campaign display board in the waiting room. The group were encouraged to write down what they had gained from being part of the PPG and how the PPG had worked alongside the surgery. These anonymous comments will be used as part of the awareness week campaign.

Some examples are:

- *Giving patients a voice is important and invaluable in today's society*
- *Providing a tangible link with the clinicians and public*
- *To provide a forum for continued improvement of service*
- *The PGG gives us a chance to discuss if we have any issues at the surgery and provide an input for new ideas*

We then took the opportunity for a quick photo shoot which will also be used for the forthcoming campaign. (The photo is attached)

Other sources of PPG awareness included an article in The Register and possibly the Echo. We hope to coincide this with the publication of the Help in Hand leaflet.

A short questionnaire was carried out by Gabrielle for N.A.P.P (National Association for Patient Participation) who is working closely with NHS England on a number of contracts and activities. One of these areas is Patient Online. The survey asked whether patients were aware that GP practices in England should now be offering online services and whether we were aware of the promotional materials available to support practices provided by NHS England. The majority of the group were aware and informed of system online, but possibly not of N.A.P.P. itself for the help they can offer to the PPG.

We discussed again a locked noticeboard for outside the surgery to provide information when the surgery is closed and the idea of sharing this with the Community Angels. Sandra will discuss this further with the Community Angels.

The group were asked to think about the idea of a PPG member to be made secretary for the group. The secretary would liaise with the group via email, thereby enabling the PPG to grow and work together as a group alongside the surgery.

Discussion 3 – IT Updates – Tracey

System Online – Giving Patients Access to Medical Records

Patient access to coded medical records was activated on the 1st April. Patients can now (once they have signed up for system online) view their *coded* medical records on line. Coded means – they cannot see clinic letters and the GP typed comments but can see coded medical problems, i.e. their main medical conditions and when they arose, any values such as blood pressure readings, and their blood test results online.

This seems to be working well. Patients can request this service via System Online, or if not already registered for System Online they can complete a consent form at reception. More posters will be displayed to advertise this new facility and all new registering patients will be handed a System Online form along with the patient registration form.

Mjog – The Automated Appointment Reminder System

On the 9th of May, we started a new automated appointment reminder system. This will automatically send appointment confirmation text messages to patients and appointment reminder messages. This new system allows the patient to cancel appointments via a return text.

We will also send a text after the appointment, asking if the patient would recommend our services to friends and family (FFT), and to score this on a scale of 1-5 how they recommend our services. We also set up a further text asking the patient if they would like to give a reason why they answered this way. All information is anonymous, and all feedback is extremely important to us whether positive or constructive to help us to continue to improve our services, and to know what we are doing well.

We are contractually obliged by NHS England to take part and submit data monthly from the FFT.

Holistic Long Term Recall System

We have a recall system in place for patients with long term conditions such as Diabetes, Asthma, CHD and COPD. Patients are invited annually for a holistic review to help them live well and manage their condition(s). For some patients further follow up action(s) may be necessary following their annual review to review their condition(s). It was discussed how some patients can then get confused as to when their actual *Annual Review* month is.

Many of the annual review appointments are booked by phone, but sometimes invitation letters are sent. It was suggested that the annual review invitation letter sent could state 'Your annual review month is *JANUARY*' for example, so each patient would know when their annual review month is due. The hope is that eventually each patient will know when their annual review month is and have the opportunity to proactively book their appointment. This is work in progress, and all ideas have been taken on board.

AOB

- We discussed the waiting room, and as a group agreed the notice boards were too cluttered and 'busy'. We decided to have one board in the middle of the waiting room as a monthly campaign board. The first campaign will coincide with the PPG Awareness week on the 6-11th June, where comments and ideas from this meeting will be presented along with minutes of previous meetings and the photo taken at the meeting.
- The layout of the waiting room was also discussed, and it was agreed to re-arrange the waiting room chairs and once the new boards and posters have been put up, we should ask feedback from patients to ask their thoughts on the new style waiting room.
- It was mentioned that when a GP stops a medication to try a new one to please try and ensure the "old" medication is removed from the repeat list to avoid potential confusion. This will be discussed with the GPs.

We agreed Saturdays are still a good day for a meeting throughout the summer, and the next meeting will be held on **Saturday 10th September**.

Sandra then thanked everyone for coming and brought the meeting to a close.