

## **Preston Road Surgery**

### **PPG Meeting Minutes 9<sup>th</sup> December 2017**

#### **Present**

Kate Meacham (*Practice Manager*), Sandra Maddison (*Surgery Manager*), Tracey Scorer (*PPG Co-ordinator*), and 14 PPG members

#### **Welcome & Introduction**

Sandra welcomed the group and ran over the minutes from the previous meeting.

**Telephone Consultations** – Sandra asked the group if any members were utilising the telephone consultations, and reminded how this could be beneficial with the cold weather coming up for some patients who need to speak to a GP but may find it difficult to access the surgery.

**Flu Season** - We held 3 successful flu clinics and offered the vaccination in surgery for patients unable to attend the clinics. We have vaccinated 5074 patients to date. All eligible patients are strongly advised to have the vaccine. NHS England have warned GPs to brace themselves for an outbreak of flu in the next few weeks that could match Australia's recent epidemic, which is one of the worst for a decade.

**Chairman** - Leslie Senior had put himself forward to be Chairman and the group were asked if they agreed. All members at the meeting were pleased for Leslie Senior to be Chairman.

We went on to discuss ways for the PPG to evolve next year. The PPG wants to be more self-sufficient, to hold their own meetings, with their own agenda and for the minutes to then be put forward to the Practice Manager for discussion. This is something we will work towards with the group next year.

It was agreed that the PPG would form a small committee (core group), sharing email addresses, with appropriate consent between its members to encourage discussion between the group and what they would like to bring to the next meeting.

If any members would like to be part of the committee, please contact Tracey at the surgery for Leslie's email address.

**Staff Updates** - Dr Goldstein-Jackson is now back from maternity leave. We have receptionist help from Royal Crescent Surgery to help the team at Preston whilst we look to recruit.

**Kate Meacham – Practice Manager** informed the group she will be retiring at the end of this year and the partners have offered the Practice Manager position to Sandra Maddison who has accepted. Sandra will take over this new role from January 2018. The partners have also recruited Tracy Sheppard as Assistant Practice Manager.

#### **Dorset PPG Network Event – 9<sup>th</sup> October**

Tracey and Leslie recently attended a PPG networking event held in Dorchester (*review attached*). The CCG realise the importance of PPGs and will be working more with PPGs and organising training and help for PPGs in the new year along with further networking events. Tracey will keep the group informed of any future events.

**7 Day GP Access** was discussed at the event along with the 7 day access survey. The PPG were keen that the data collected from the patient survey is used to inform what services will be provided outside core hours. Sandra is part of the management board implementing 7 Day Access and was asked to share the PPG comments at the next board meeting. The PPG requested feedback on this at the next PPG meeting.

### **Patient Communication Survey Results**

Tracey shared with the group the Patient Communication Survey Results (attached) and opened up discussion with the group how we can encourage patients to use GP Online services more; ie, for booking appointments, receiving test results, and requesting prescriptions.

We encourage patients to have their prescriptions sent directly to the pharmacy of their choice, however it is noted that some patients like to come in to surgery to collect their prescription, they like the walk and a chance to say hello. This can however contribute to queues at front reception.

The group held a discussion around how to encourage the use of online services, and but also recognised some concerns using online services.

It was mentioned whether some Patient Online training available at the surgery would encourage patients to use this service. We are keen to offer some training/help for patients and will look at ways in which we can offer this service.

### **AOB**

**Self-Check-In Machine** – It was mentioned that the self-check-in machine no longer shows patients how many patients may be waiting in front of them. This had been changed to show which room a clinician was in and had inadvertently turned off the ‘patients waiting’ function. This has now been turned back on.

It was suggested the Surgery Newsletter have a “Did you Know” section, to keep people up-to -date on services the surgery offers, similarly a “Breaking News” section on the website.

Key messages from the newsletter could also be replicated on the welcome screen of System Online.

Tracey thanked everyone for coming, and on behalf of the Partners wished the PPG a Merry Christmas and Happy New Year, and then brought the meeting to a close.

### *Attachments:*

*Dorset PPG Network Event Review*

*Patient Communication Survey Results*