

Preston Road Surgery

PPG Meeting Minutes 18th March 2017

Present

Dr Ella Costales (GP Partner), Sandra Maddison (Surgery Manager), Tracey Scorer (PRG Co-ordinator), Gabrielle Hiscock (Reception Team Manager), Emily Brown (Dorset Advocacy) & 13 PPG members. Apologies John Hayward (Chairman)

Welcome

In the absence of John Hayward (Chairman) Tracey Scorer welcomed the group and thanked everyone for coming along.

Matters arising from last meeting Tracey Scorer

There were no matters to discuss from the previous meeting.

Dorset Advocacy Presentation – Emily Brown

What is Dorset Advocacy?

Advocacy means speaking up with or for another person so that they can say what they want, defend their rights, and have access to a wide range of opportunities. Dorset Advocacy provide free help to people from across local communities so that they get the recognition, services and support they need to live life their way. Their projects include:

- **Advocacy for Older and Disabled People** - Finding your way through the social care system can be confusing and frustrating. Advocates help to make things clear, and stand up for your choices.
- **The Memory Network** – Helping people who have dementia to remember and record their life stories, so that their memories, gifts and wishes are never forgotten.
- **Got a Voice? Got a Choice!** This project relies entirely on your donations to ensure that no one who has dementia or learning disabilities is overlooked or mistreated.
- **Help with NHS complaints** - Support for anyone who is dissatisfied with their experience of the NHS. An advocate will inform you about the NHS complaints procedure and speak up for you at complaints hearings.

Leaflets are available in the surgery for further information. If you or someone you know needs help speaking up call Dorset Advocacy on 0845 389 1762

It was mentioned at the end of the presentation, if a person had concerns about a friend or neighbour, could they contact Dorset Advocacy. Emily said they could, but Dorset Advocacy would need the patients consent before they could get involved and help them.

The group felt that it was sometimes difficult to know where to go for help when an issue arose, and they had not heard of Dorset Advocacy previously. Emily left some leaflets about Dorset Advocacy for the waiting room.

Action Tracey to keep patients informed and publicise this service. i.e. newsletter, poster in the waiting room, TV presentation, the surgery website and the community notice board.

Preston Community Notice Board

The community notice board is now up outside the front of the surgery. We held a small opening ceremony (photo attached). The community notice board is shared between the Preston Surgery and the Preston Community Angels. The surgery is now able to display posters requested by patients on a rotational basis (subject to agreement of the management).

Patient Survey / Patient Comments – Sandra Maddison

The surgery receives patient feedback via a Friends and Family SMS text after a patient has been seen for an appointment, or via paper feedback in the surgery. The Friends and Family feedback asks patients how they rate their experience on a scale of 1-5 and whether they would recommend this service.

The information received via this service is most informative; we receive a lot of helpful comments and feedback. These comments are reported back to the team for discussion and new protocols implemented if needed.

Sandra asked the PPG their thoughts on a different type of patient survey and asked the PPG if they had any thoughts regarding this and whether the PPG could be involved?

The group felt it was a good idea and some ideas for the survey were:-

- **Waiting room layout** – do patients like the new layout?
- **Information if a GP or Nurse appointment is running late** – The check-in screen is useful as it tells patients if the appointment is running to time. It was felt that receptionists do not routinely inform patients if a GP or nurse is running late.
(Admin to look at the reasons why nurses may get delayed and the appointment structure)
- **Use of Self Check-In machine** – Not all patients use this facility, do some patients need help / would the PPG be available to offer help to other patients?
- **Preparing for your appointment** - Patients sometimes give a reason for the appointment when booking online which helps the GP. Some patients come with a 'shopping list' of problems, which helps the GP deal with the problems in order of importance, although they may have to ask the patient to book another appointment if there is not enough time. Are patients aware they can ask to book a double appt?
- **When is a GP appt needed?** How to keep patients informed of new services i.e My Life My Care?

Sandra thanked the group for their input, and will draw up a survey, and then ask the PPG for further feedback on the content and thoughts on how this can be made available to patients.

Self-Care/Keeping Patients Better Informed – Gabrielle Hiscock

Gabrielle carried out an audit of GP appointments as to whether a patient actually needed a GP appointment, or could have used another service, seen a pharmacist, or administration work, which could have been dealt with by the reception team.

The results were:-

- 77% of patients did need to see the GP.
- 12% of patients could have administered self-care.
- 11% could have seen a pharmacist or used another service.

Which leads us to - How do we keep patients better informed of their choices?

How do we inform patients of other services available, and when it is necessary to see their GP or when to see a pharmacist? We can continue to advertise new services on the notice boards, in the newsletter and website. However it was mentioned that even though information is available, a person may not read this information, or be aware of it until they actually need a certain service. As a surgery, we should ensure sure this information is available for when a patient needs it, and that the reception team are aware of where to find the information.

We discussed the **My Life My Care** website, and how much information is available to patients on this one website which sign posts to other services. We discussed having a computer available in the waiting room for patients to use, and whether a PPG member might be available at a certain time / day to help patients who may wish to use this service. This is something to think about for the future.

***It was noted however, that when this service first became available Tracey did promote this, and was available in the waiting room on a certain day, with a laptop for any patient who wished to access the My Life My Care website, however the service was not utilised at this time.*

CSR Review – Tracey Scorer

The CCG would like to thank everyone who took part in the public consultation regarding the Clinical Services Review proposals, over 12,000 questionnaires were submitted.

In addition, over 1000 people took part in telephone surveys and focus groups held by Opinion Research Services. Around 1,800 people attended 16 drop-in events

Opinion Research Services (ORS) will analyse the information gathered to produce a report, which they expect to publish by summer 2017. The report will be presented to the CCG's Governing Body in late 2017 to assist them in the decision making process. The information in the report will be fully deliberated on by the Governing Body before it makes its decisions, which will then be widely publicised. During this time updates will be given via www.dorsetsvision.nhs.uk, the local media and other networks, for example the Health Involvement Network and Patient Participation Groups.

The CCG Mental Health consultation finishes at the end of March.

PPG Event - Dorford Centre – Tracey Scorer

The CCG hosted two meetings for PPG members & practice mangers in February to discuss:-

- **The primary care strategy and engagement plans**
- **How PPGs can be kept better informed and *involved***

(The minutes from this meeting are attached, however Tracey ran through the following points)

Primary care strategy and engagement plans

- There was general support and agreement that practices should be working closer together and provide care closer to home rather than in hospitals
- The PPG support the idea of a locality hub which would provide lots of health and social care services. GP practice however should still be the first point of contact
- Reducing the number of GP Practices is not the same as 'closure' if this relates to mergers / collaboration
- They are aware that the media run negative stories on the NHS and are not sure if what is reflected is particularly true. We need to promote good news stories within the media

Inform – how can PPGs be better informed?

- Monthly campaign on surgery noticeboards
- Patient questionnaires re communication
- Libraries and small, independent shops are a great way to spread the word

Involve - how can PPGs be better involved?

- PPG Chairs invited to quarterly membership meetings
- PPGs of each locality to meet regularly would be very useful and would encourage more people to be involved
- Newsletter – national?

AOB

We were asked what the surgery policy is for returning old/unused hospital equipment.

Unfortunately, the surgery is unable to take in returned hospital equipment. Patients can take unused crutches, walking frames, walking sticks etc. to Weymouth Community Hospital.

There is an NHS collection service for bigger items, such as toilet seats, commodes, bed frames etc. Call **0808 1683168** and leave a voicemail, you will then be contacted to arrange a collection.

The main storage depot is at Piddlehinton Business Park. If a large amount of items were needed to be cleared ASAP, these can be taken there. The items are then cleaned and reused where possible.

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