

Minutes - Hilary Cottage Patient Participation Group Meeting

Thursday, 14th January 2016, 1.00 p.m.

Present:

John Read (Patient & Chair) RJR
Diane Piatek (HCS Practice Manager) DP
Liz McFadyen (Patient) LM
Suzanne Saggars (HCS Staff & Minutes) SS
Ann O'Hara (Patient) AO
Jane Read (Patient) JR
Margaret Davey (Patient) MD
Stephen Andrews (Patient) SA

Apologies:

Katy Archard KA
Margaret Bishop MB
Gill Northen (Patient) GN

Minute No.	Item	Action
1.	Apologies Apologies received from KA, MB and GN.	
2.	Minutes of the Last Meeting Minutes of last meeting dated 20 th October 2015 were agreed and approved.	
3.	Matters Arising Nil to report.	
4.	PPG Report & Action Plan 2015-16 There is no longer a need to publish this report, just agree priorities within the Surgery going forward. Plans in place to address all action points. AO to update report before February for Chairman, who in turn will meet SA to disseminate key actions into Activity Analysis (see Minute no. 5.2).	AO
<u>4.1</u>	<u>Increase GP Appointment Availability</u>	
4.1.1	Improve waiting times for routine appointments: Locum cover appointed during January 2016. Interviews, to replace Dr Macrow, taking place 18 th January 2016. Locum, Dr Truckle will also do some additional sessions to cover the 'winter pressures funding pilot', part of which will focus on patients with Chronic Obstructive Pulmonary Disease (COPD).	
4.1.2	Review ways to address non-attendance: Since the introduction of SMS Text appointment reminders, patients who failed to attend booked appointments had decreased over a period of time.	

- 4.1.3 Introduce system for rolling release of appointments:
A system whereby ‘embargoed’ appointments is currently in operation enabling greater access to GP appointments bookable within one week.
- 4.2 Improve Patient Knowledge of and Access to Services
- 4.2.1 Further develop the Practice website:
A recent ‘enhancement’ to the on-line repeat medication ordering system has been problematic and difficult for patients to use. The software, approved by HSCIC, has failed to provide an explanation of changes to patients, resulting in multiple queries for Practice staff. A brief explanation, on the Practice’s own website, has now been added to guide patients through the changes. DP has an IM&T meeting at end January in which she will relay the issues. Chairman also to relay issues via letter for consideration by CCG and Healthwatch. DP
RJR
- A recent GP national survey showed 82% of patients prefer to book appointments in person, either via the telephone or face-to-face.
- 4.2.2 Increase Text Reminder Service to Include Campaigns:
Campaigns include Friends and Family Test feedback which has increased response rate.
- 4.2.3 Extend variety of appointments available for patients to book on-line:
Practice keen to drive the use of patients booking appointments on-line and have increased the number bookable from one to two. Difficult to increase the variety as Nurse appointments need to be booked with the right Nurse speciality. Phlebotomy appointments also need the relevant blood test form produced in advance and so not an option.
- 4.3 Extend Patient Engagement – Information and Feedback
Chairman asked whether a small notice could be placed in the Practice’s Feedback Book, located at the main reception desk. SS
AO to produce coffee morning flyer for display at reception as well. AO
- 5. Strategic Plan**
- 5.1 Terms of Reference
Group now affiliated to the National Association of Patient Participation (NAPP). DP confirmed HCS Partners will pay for membership. Charmain to be reimbursed accordingly. DP
- TOR 6.3 to be amended by SA to reflect that clinical input will normally be provided via DP and SS. Although GP attendance at future meetings cannot be guaranteed, DP will check at the time whether a clinician is available to attend.
- TOR 6.4. Practice staff to continue to provide administrative assistance until such time as resource available from within the PPG. AO kindly offered to take Minutes but will confirm in due course.
- SA to amend TOR nos. 6.3 and 6.4 to reflect comments above. SA

- 5.2 Activity Analysis
No standard format required. Updated Report & Action Plan to be re-worked into Activity Analysis. SA
- 5.3 Gloucestershire PPG Network Event
Glos. CCG has invited PPG members to attend a Glos. PPG network event on 22 January 2016. Chairman to attend and raise issues outlined within Minute no. 4.2.1. RJR
- 6.** **U3A Memory Course**
MD gave an informative overview of a recent memory course provided by U3A, ran by Peter Jay. Chairman to approach Jan Mills, Chairman U3A for Fairford & District to establish whether this course is, or can be, a permanent fixture. RJR
- DP stated that as part of the Prime Minister’s Challenge Fund a “social prescriber” will be allocated to the Practice in due course who will interact with patients regarding initiatives such as the U3A memory course and all other aspects of social care within the community. Social prescriber to attend PPG meeting once appointed. DP
- Chairman stated Healthwatch website has a directory of local interest groups. DP to add URL Healthwatch link to Surgery’s own website. DP
- 7.** **Surgery Update**
- 7.1 Patient Communication
Practice embracing new technology without going down social media route, such as Facebook / Twitter. JR highlighted the What’s New in Fairford and Surrounding Areas Facebook page as a useful tool for important Surgery messages, which could be disseminated via email to Chris Roberts as one of the people responsible for running it. DP suggested that any newsletters could be added to the site in due course. DP
- LM to act as main point of contact for distribution of newsletter and articles produced by the Group to editors of local parish magazines. JR to confirm newsletter addresses and copy deadlines and circulate at forthcoming coffee morning. JR will also email PPG members in advance of articles being published, asking that they check their local parish magazines for completeness. JR
- TV in waiting room to be replaced with integrated patient call system once funding approved.
- 7.2 PPG Survey
Chairman asked whether the Surgery would like the PPG to initiate a patient survey. DP stated that there is no requirement at the present time as there are already numerous avenues for patients to provide feedback, such a FFT, Feedback book, SMS text messages. A national, postal survey is currently underway.

- 7.3 Carers / Consent
Chairman commented that he was approached by a patient direct who stated that the Surgery would not discuss spouse's details with him due to patient confidentiality, despite patient having carer status. Although carers and patients with a carer are annotated within respective patient records, this does not automatically mean consent granted to disclose medical information to a third party without patient consent. Should a patient give consent for disclosure to a third party then this will be 'coded' within patient record. Patients who wish for the Surgery to disclose medical information to a third party should do so in writing, stating name of third party and patient signature.
- 7.4 Patient Records On-Line
Practice is contractually obliged to provide patients with on-line access to their full 'coded' medical record by end of March 2016.
- 7.5 Prime Minister's Challenge Fund
7.5.1 Choice+ clinics:
A successful Gloucestershire bid has secured funds for a new initiative whereby an additional GP will be available at the Surgery every Monday and Thursday to see triaged patients with acute symptoms referred by the Hilary Cottage duty doctor. This initiative will be piloted until the summer.
- 7.5.2 Ask My GP:
Patients can ask their GP or other healthcare professional a question via the Hilary Cottage Surgery website and be given a timely response. This initiative is funded by the PM's Challenge Fund for one year until December 2016.
- 7.6 Premises
Two new high-backed chairs and six, softer chairs have been purchased by the Surgery for the waiting room.

Planned works to be carried out towards the end of January to cut back over-hanging trees bordering the Surgery.
- 7.7 GP Recruitment
Interviews taking place 18th January 2016 to replace Dr Macrow.
- 7.8 Joining Up Your Information
A Gloucestershire's health and social care information project to enable GPs, nurses and other clinicians access to key details from across all health and social care sectors. Glos. CCG will write to all patients outlining these plans. Patients who wish to opt-out have twelve weeks do so, otherwise they will be automatically opted-in.

- 8. Coffee Morning**
 Coffee morning organised for 9th February 2016, 9.15 a.m. to 11.15 a.m., at the Barker room, Fairford Community Centre. The aim of the event is to raise awareness of the PPG and share its plans for 2016. Information will also be provided on the forthcoming Kidney event, hosted by Healthwatch.

The following actions were agreed:

- Surgery will provide funding for refreshments. DP
- MD will source refreshments via community shop on a sale or return basis. MD
- JR will make two cakes. JR
- LM will arrive 8.45 a.m. to set-up. LM
- SA to produce A3 information poster publicising event. SA
- SS will advertise within Surgery. SS
- AO to get float. AO
- SS will act as Practice representative at event. SS

- 9. Kidney Disease Information Event**
 The PPG have successfully organised an informative event to be held on 16th March 2016 at the Fairford Community Centre. Sophie Ayre, Healthwatch will lead the event and present on Kidney Disease.

The following actions were agreed:

- DP/SS to source information leaflets. DP/SS
- SS to advertise event within the Surgery. SS
- Surgery will provide funding for event. DP
- MD will source refreshments via community shop on a sale or return basis. MD
- AO to arrange accommodation for either an evening or afternoon event. AO
- SS will act as Practice representative at event. SS
- Patients to reserve a place at the event via Surgery Reception and this to made clear on advertising material. AO

- 10. AOB**
 SS to remove AM from PPG distribution list. SS

- 11. Date of Next Meeting**
 Future meetings are as follows:

Pre-PPG	Wednesday, 9 th March 2016, 1.00 p.m., Surgery
PPG	Thursday, 7 th April 2016. 1.00 p.m., Surgery