

## Patient Participation Group Meeting

Monday 16<sup>th</sup> October 2017 at 6.30pm

Conference Room

### MEETING MINUTES

#### Present:

JF (Practice Manager), CM (Minutes), LL (PPG Chair), SC, GT, TF, HJ, IH, DH, MB, JB, DP, PT

#### 1. Apologies for Mr JB and Mr KH

#### 2. Focus/Purpose of the PPG

- LL 'New Start' – to positively put forward patient feedback and to work together (PPG members and Practice staff) to reach conclusions.
- To promote a support system between practice staff and patients.
- Community mentality: 'All in this together'
- To work together for positive change. 'Doing what we can with what we got'.

#### Matters Arising

#### 1. Action log

- Action log was reviewed and updated. The meeting minutes were agreed to be a correct account of events.

#### 2. CQC

JF explained;

- Last Inspection 2 weeks ago. Main point raised was Significant Events for which new forms have been created. Clinical aspect – fridges, safety alerts improved upon. Practice is making progress on all other amendments.
- Next inspection due before January 2018 to visit again. Any PPG members willing to come in on the next inspection are welcome.

#### 3. PPG Practice Vision (continued from Introduction point 2 'Focus/Purpose of the PPG')

- **AP** - to write a mission statement – PPG members to email / think of ideas for next meeting date. LL to put together ideas for approval. If struggle for ideas, JF suggested creating a visual plan. A3 paper on the wall with PPG member's suggestions. Then we correlate the ideas to a single mission statement. To be completed at the next meeting.
- **AP** – research other PPG practice vision / mission statements and bring to the next meeting.
- **AP** – Improvement of the SMG website's PPG section.
- To be constantly updated and more interactive alongside including PPG meeting minutes; could include PPG feedback section. To make it easier to express interest in PPG.
- To publicise achievements of PPG
- JF –could add a 'you said we did' section

- DH suggested the addition of a PPG newsletter
- **AP** – DH suggested referring to the monthly disability grants news for reference. This newsletter will be emailed to CM to be added to the material for reflection on the next meeting date. DH also brought a suggested minutes format which will also be added to the next meeting's documents.

#### 4. Patient Experience

- SMG Patient Survey results and graph – discussed
- Currently we create an Action Plan from the survey results (JF explained)
- Hope for PPG members to propose actions from review of the Pat Survey results each meeting
- **AP** – to bring Pat Survey for reflection to next meeting PPG members to talk about possible improvements
- **AP** – plan to review results in the PPG meeting every 6 months – to review and to pick up on downfalls and improve upon them
- **AP** – CM to bring collected information from FFT tests also next meeting
- **AP** - Communication from practice to be made clear by PPG – to reflect on in future. Possible addition of a PPG question tab on SMG website.

#### 5. Patient Car Park – Discussed within the action log

#### 6. Appointment of PPG Vice Chair position

The following PPG members expressed their interest in the position:

- TF
- SC
- DH

Talked about the possibility of 2 Vice Chairs to which it was agreed that TF and SC would fill these positions.

Discussed the possibility of a smaller committee meeting to be held in addition to the monthly meeting. **To be discussed further at the next meeting.**

#### 7. Expenditure

- JF explained - £4000 donated for the waiting room double doors to be updated with a single sliding electric door. Timer on one side and button on the other, reception front desk can also open the door. Quoted and work to commence.
- £200 quoted to LL by local company Butlers for the fitting of UV lights in the patient toilet to discourage drug use. (See Action log).

#### Fundraising –Vision Event

LL suggested a fundraising event; **PPG Fete in the SMG Car Park**

- Possible local school involvement (such as William Alvey)
- Possible activities – dances, brik-a-brak sales, baking / bake off section for community involvement
- To promote involvement and community as well as fundraising for a possible SMG cause such as new medical machinery (see AOB section)
- JF agreed we could hold the event on-site in the staff car park at the back of the surgery.
- Date and time was decided between the PPG members (with the help from SC for school term dates etc.)
- Date decided on a Sunday as possibly more footfall in Sleaford – returning from church / local car boot

- Decided at: **20.05.18 Time: 12.00 – 16.00.**
- LL checked with the other PPG members if she could take £100 from the PPG fund for a working float for the event. This was agreed.
- Awnings / marquees to be organised
- Medical Involvement; CPR / lives involvement, awareness of the defibrillator donated by the PPG to SMG, McMillan 'Beat it', Healthy living / Exercise advice
- Air cadets / army cadets can be involved with a voluntary donation
- PPG members mentioned their connections that could help the event:
  - DH to ask air cadets for their involvement
  - TF can print leaflets for the fete at no extra cost.
  - LL to phone schools and possible press connections for promotion for the event
- **Event to continue to be discussed at the next meeting**

## 8. AOB

**TF – possible funding request to buy 2 new Huntley Doppler Machines** – for use in diabetic foot screening clinics.

- JF updated TF on the fact that the shortage of machines was due to breakage of the machines which have both since been replaced.
- **AP** – due to the above suggest, JF to get the specifics of the Machines from the Nursing team for TF for the next meeting. With the view of a possible addition of one more machine. An audit list of suggested medical equipment needed will also be attained from the nursing team to go through in the next meeting.
- Fete – focus for the fundraising could be a piece of the equipment identified by the audited list mentioned above,

**TF –Could issue funds for the PPG**, could make a grant as a business (Community Car Scheme) to the fund. TF also mentioned his community award for his work with the Community Car Scheme.

**IH – blood pressure machine was not working on her last visit.**

- JF – new machine coming in for BP appointments, called the 'Health Pod' to be put in next month for a trial period. To be used before patients GP appointment – the results are automatically sent to the GP before the apt so more time for discussion.
- Fete – could pay to have BP taken by the 'Health Pod'
- **AP** – CM to let the PPG members know when it arrives so that the members may have first use of it.

**SC – rotas not being on when calling to book an appointment in advance**

- JF – this subject is brought up on weekly basis in practice meetings – aiming for rotas 3 months in advance so far.
- Also looking into scheduling appointments for GP to manage.
- **JF - to give update at the next meeting**

**SC– PPG aim to engage young people.**

- JF – could approach medical students possibly interested in getting to know the GP environment.
- Teenage pod evenings to invite young PPG members – possibly through schools.
- PPG members reminded that should they know anyone interested in joining the age range is 16 years plus.
- JF informed the group the aged 50 – 60 years is the biggest demographic registered at the surgery. 'Primary Care web tool' for demographics.

**SC – option one on phone- message** plays that if you fail to cancel your appointment etc.  
– is this necessary considering they could be calling to cancel the appointment?

- PPG members agreed that this message should remain, but possibly more clarity is needed when cancelling by text
- **AP** – will discuss with IT possible additions the waiting room screen to make text cancelling clearer.

**SC – privacy at Reception** – it is an issue that other patients can overhear you

- JF – practice has previously tried background noise (with music and the screens), re-training of reception staff and installation of a glass partition in the arches in the waiting room but this would restrict the space. Currently looking into a private room to be used on patient request. Has been identified as a practice fault and is monitored using the Practice Survey.
- Suggestions from the PPG members are welcome.

**GT – Leaflets displayed in Reception** – noticed a lack of leaflets on mental health displayed.

- **AP** – leaflets mentioned on the action log – addition for mental health leaflets will be updated on the Action log.
- **AP** – SC – possible addition to the SMG website – LCC have launched a new website 'Family Services Directory & local offer' 'Emotional Wellbeing and Mental Health'

**LL – Sought clarification on how we address emergency mental health issues in SMG.**

- JF - Advice dependant on their case – routine / crisis
- They can be seen here as an emergency appointment. The patient may also be directed to SPA or Single Point of Access
- Low mood – on the day appointment with Nurse at the practice – to gauge the emotional state of the patient and assess the correct pathway for them.
- PPG members were happy with this clarification.

## **9. Next meeting date 20<sup>th</sup> November 2017**

- PPG members alerted of next meeting date and DP made his apologies, which will be added to the start of the agenda for the next meeting