Brook Lane Surgery

**Patient Participation Group (PPG)**

**NOTES OF THE MEETING HELD ON**

**Tuesday 17 April 2018 at 18:30**

**Present**:

Susan Barton (SB)

Ken Clay (KC)

Carolyn Hill (Practice Manager)

Liz Simpson (LS)

Paul Lardner (PL)

**Apologies:**

Jean Gange (JG),

Jill Sadler (JS)

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| **Item** | **Subject/discussion** |
| 1 | **Welcome & Apologies**  Apologies received as listed above |
| 2. | **Minutes of the last meeting** –  Were agreed – thanks to JG for agreeing to take these.  Actions Listed for PPG members had been completed.  **Action Point 1.** SB to follow up actions promised by Suella Fernandes MP. |
| 3 | **Surgery update**  Car Parking, Patients have commented that they are pleased that the carpark is less congested and that they are able to park at the surgery when attending appointments. Since its introduction, patients have become familiar with the need to input their car registration number on the touch screens when visiting the surgery, and for those who are new or unsure, help is at hand from surgery receptionists. Notifications and reminders sent to patients via mobile phone, on the website, help from reception staff and fellow patients have contributed to the smooth introduction of this measure which was introduced to improve parking availability at the surgery car park.  **Making future appointments with Doctors at reception**  Where a Doctor specifically asks a patient to make a follow up appointment with them within an agreed timeframe the Doctor will give the patient a slip to take to reception which authorises the booking of that appointment. Receptionists are unable to make the appointment without the authorised appointments slip.  **Appointment restructuring and staff changes**  More appointments will be available at the surgery from 30 April. This is possible due to the changes in current GPs appointments and through new staff joining the practice. Patients will have more access to appointments, but as before, it may not always be possible for patients to see the GP of their choice at the time of their choosing.  **Missed Appointments**  Patients often complain that they cannot get an appointment, yet around 100 appointments per week are lost through some patients not attending appointments they have booked. The surgery recognises that sometimes appointments are missed due to genuine emergencies, however, if patients remembered to cancel their appointments the wait for an appointment would be significantly reduced.  **Action Point 2:** The group asked the practice to send reminders to patients who missed appointments to remind them of the impact of their actions and to ask them to contact the surgery when they are unable to attend a booked appointment. |
| 4. | **Group purpose, actions and future focus**  Since April 2016 it has been a contractual requirement for all English practices to form a patient participation group (PPG). PPGs strengthen the relationship between patients and their practices which is critical to the provision of modern, high-quality general practice.  To ensure their effectiveness and review their practice, the group reviewed the suggested [Growing patient participation - 21 ways to help your practice thrive](https://www.napp.org.uk/GPP_21Ways_acc.pdf) booklet which is available online at the National Association for Patient Participation website (www/napp.org.uk).  The group are active through their meetings, participation in area PPG meetings, participation in local health related meetings and groups, the surgery newsletter, the PPG and surgery noticeboards and supporting the surgery, the group agreed that their role encompassed the following:   1. Acting as representative patients and a ‘sounding board’ and critical friend for the surgery 2. Conducting patient surveys or collecting feedback in the waiting room 3. Advising the practice and patients of new systems and treatments 4. Sharing good practice by networking with other PPGs 5. Sharing information on new systems/processes/health requirements 6. Raising awareness of key public health messages 7. Providing information on self-care support groups 8. Lobbying to improve a whole range of health services 9. Contributing to a regular newsletter 10. Developing patient resources within the surgery 11. Promoting awareness of access to local health services 12. Co-ordinating with other PPGs to improve wider healthcare delivery 13. Supporting the surgery with initiatives |
| 5 | **Article on PPG for Surgery newsletter**  The group agreed they were proud to support Brook Lane Surgery and represent patients as members of the PPG. They agreed they would like the article to focus on   * their recent achievements * their agreed activities (see 4 above) * the group ethos which is friendly and welcoming * the need for the group to represent all of the patient community from all age ranges * encouraging ideas and innovation   **Action Point 3:** SB to draft article for forthcoming newsletter (content as agreed by the group) |
| 6 | **Area Meeting update**  Minutes were circulated and noted – new questions arose. The next area meeting is on 16 August and Ken Clay volunteered to attend on behalf of the surgery. |
| 7 | **Future Meetings and invites**  The next group meeting will be on Wednesday 1st August 2018 |
| 8 | **Any other business**  New members – as part of their welcome pack, new patients to the surgery are given an form to complete if they are interested in joining the PPG. The group has a PPG email account which SB will use to contact the potential members to explain the role and required commitment. Where potential members do not have an email address LS volunteered to contact individuals by phone.  **Action Point 4:** SB to use PPG email account to contact potential members and pass member details where there is no email to LS to follow up.  Virtual Volunteer Group - The group talked about their virtual volunteer group which has been used in the past for surveys. Under the forthcoming General Data Protection Regulations this group would need to be contacted before 25.5.18 to ask if they are still interested in remaining on that list. The group have not used the contacts for some time, so agreed they would start afresh with new applications to ensure they were compliant with the forthcoming regulations. |

**Summary of Action Points**

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| **Number (Meeting)** | **Action** | **Responsible** | **Status** |
| 1 (Feb 18) | Email out dates of local Fareham CCG meetings so we can volunteer to attend future meetings. | SB | completed |
| 2 (Feb 18) | Contact LJ about the upcoming surgery Newsletter and update on this meeting including carparking | SB | completed |
| 3 (Feb 18) | Suella Fernandes to again to the MD of First Bus to point out the additional demand for a service and that the hospital can be serviced by a minor deviation from an existing route. | SF MP | **outstanding** |
| 4 (Feb 18) | Send the survey to CH to make some copies available in the surgery, to Michele Sharpe for the surgery patient notice board and LJ to mention in the newsletter. | SB | completed |
| 5 (Feb 18) | PPG need to approach the CCG about our concerns in order to increase services to the area including more doctors for the area or even a new surgery for Warsash. | Volunteer please | raised in discussion at FPLG Feb 18 |
| 6 (Feb 18) | Inform Suella of our concerns, adding patient data numbers to increase the strength of the case she can put forward to the CGG too. | CH | completed |
| 7 (Feb 18) | Contact LJ to include signposting information on how patients can help themselves indicating what services can be accessed before recourse to a doctor’s appointment. | SB | completed |
| 1 (Apr 18) | **SEE. AP 3 (Feb 18)** follow up on actions promised by Suella Fernandes MP and request update | SB | **new** |
| 2 (Apr 18) | Practise to send reminders to patients who missed appointments to remind them of the impact of their actions and to ask them to contact the surgery when they are unable to attend a booked appointment. | CH | **new** |
| 3 (Apr 18) | Draft article for forthcoming newsletter (content as agreed by the group) | SB | **new** |
| 4 (Apr 18) | Use PPG email account to contact potential members who have shown an interest in joining the PPG. Provide details of membership and invite those interested to attend a future meeting  Follow up with potential members who do not use email/have not provided email details and who have shown an interest in joining the PPG, and invite those interested to attend a future meeting | SB  LS | **new** |