

Patients Participation Group Meeting January 19th 2012

Present:-

Anthony Bradley (Vice Chair)
Eileen Brookes (Publicity Officer)
Mary Gascoigne (Secretary)
Chris Thompson (CT) (Practice Manager)
Tracey Ingram (Assistant Practice Manager)
Peter Appleby
Elaine Laurie
Gill Stokes
Karen Stanhope
Margaret Law
Catherine Lord
Judith Horsfield
Kath Perry
Christine Pigg
Heather Hind
Lorraine Frier

Apologies:-

Jenny Drew
Hazel Kinsey
Phillipa Harder

1.0 Introductions

The Vice Chair Person, Anthony Bradley welcomed everyone to the meeting. He suggested that as the group members do not know each other it would be helpful for anyone who proposed or seconded any issue could give their name to help members get to know each other. At this point there was some discussion on how the meeting should be conducted as some members did not have all the information, including last months minutes, which had been sent out by e-mail, as they do not have access to the internet. Apologies were made by Chris and the group were told that this would be sorted out so that everyone had the relevant information before each meeting in the future.

2.0 Group Business

The short term goals had been identified at the previous meeting. It was decided that a decision should be made at this meeting on the terms of reference and the ground rules. Chris would give an explanation on how and why the triage was introduced to the practice and give feedback from a survey of patients that he had organised. The flyer which Jenny had done, the Spring Newsletter, the patient questionnaire compiled by the group and publicity would also be discussed, along with a brief outline of Jenny's meeting with Chris, this would fulfil the short term objectives.

2.1 Previous minutes

Anthony Bradley read through the minutes of the previous meeting. An issue was raised about what had been written about the presentation Chris Thompson was to give. It was discussed and agreed that it was not an accurate reflection of the presentation. The presentation was to be on the reasons why the triage system was introduced. The minutes were then accepted and should be amended to reflect the changes.

Agreed by ????? and seconded by Elaine Laurie.

2.3 Terms of Reference

Members of the group all agreed that the terms of reference should be short and to the point, everyone read the sample terms of reference and after some discussion it was decided that items 9 and 11 were not in our remit so they would be taken out, this was proposed by the Chair and seconded by Eileen Brookes. The new terms of reference would be posted on the website. The ground rules were read by everyone, proposed by the chair and agreed by all, they would also be posted on to the website.

2.4 Publicity

Eileen (Publicity Officer) thanked everyone for their input into the newsletter. She explained that she had been asked to do a flyer in time for the January meeting rather than a newsletter as this has been deferred until Spring .

It appears after Jenny's meeting with Chris, Jenny had actually done the flyer herself as it was needed urgently. There was some discussion whether Jenny should be doing things by herself although the effort she had put in was appreciated it was felt that the whole group should be involved. Chris offered to point this out to Jenny. Eileen said that she was happy with the flyer and because of time constraints, thought we should use it this time.

Eileen said that she had plenty of ideas for the Newsletter, patients would be able to have feedback from the questionnaire and issues raised by the group such as the terms of reference would be printed. A discussion then took place of the best way of distributing the newsletter. It would obviously be on the website and there would be some in the surgeries, however there are still a lot of people who would not know about the letter. Suggestions were made to ask the local chemist and other shops if they would keep some, ask the district nurses or carers to take some to patients who are housebound, put a note on prescriptions, give information on the JX board.

Chris has offered a notice board in the surgery which could be used to publicise the group. He also offered the use of a desk if anyone wanted to sit in the surgery to talk to people about the group. Publicity would also be discussed at future meetings and if necessary local newspapers could be used depending on cost.

Action: Chris to provide feedback to Jenny on ensuring work is undertaken by who is tasked with it

2.5 Feedback on Meeting between Jenny Drew (Chair) and Chris Thompson (Practice Manager)

Chris reported to the group that Jenny had given him feedback on the previous meeting. They had agreed that the ground rules should be approved and agreed by all, then laminated for future reference. The terms of reference should be discussed and agreed by all and any changes made. The newsletter had been postponed to Spring to give more time to complete it but the flyer was agreed upon. Chris agreed to have the website updated frequently and Tony Drew offered to help with this. He also offered a notice board in the surgery for use of the group. They also agreed that the questionnaire would be finished by March and the results published on the website.

2.6 PPG email address

Chris informed the group of the email address for the group which is ppg.stagmedical@gmail.com This address is shown on the JX board in reception. This will be monitored by Tony Drew.

2.7 PPG Questionnaire

There was some confusion regarding the questionnaire. One had actually been undertaken by Chris on the appointment system, which had now been completed. Some of the comments received from this exercise were shared with the group. From these comments it was apparent there were mixed feelings on the triage system.

There is a requirement for the group to undertake a patient survey. Jenny Drew had e-mailed the questionnaire to all members of the group before Christmas and asked for any ideas or suggestions before it went onto the website. This is now on the website but members who do not have use of the internet have not seen it. It was suggested that all documentation should be posted to members not having internet access to ensure that everyone is getting all documentation

Action: Chris and Tracey to mail items to members not having email access.

3.0 Triage System

Chris explained that the practice had not been doing as well as some others in the area in terms of the number of patients that they saw each week. The PCT asked the practice to look at ways of improving their performance and patients access to Doctors so the triage system was introduced.

Since its introduction statistics show that access to Doctors has improved by 200%. Patients can now ring for an appointment on the day they want to see a Doctor, the receptionist will take details of their illness, they will get a call back from a Doctor who will either give them an appointment for the same day, refer them to a nurse or give them a prescription. Chris said that at the moment the practice was compiling a list of a group of patients who would automatically get an appointment on the same day, these included under 5 year olds and certain illnesses such as breast lumps etc. Some members of the group said that they did not like giving details of their symptoms to a receptionist, Chris told the group that they do not need to give this information but that it was helpful if they did as it helps the Doctor who reads the list taken from reception to decide if it is urgent. Some members of the group thought that some patients were unhappy because they could not always choose which Doctor they wanted to see and could not book in advance. Chris explained that one Doctor who was very popular had reduced the number of hours that he worked and was not part of the triage system so it was very difficult to get an appointment to see him, however patients can express a preference to see a specific Doctor and as far as possible this is adhered to. He pointed out that if everyone wanted to book a Doctor in advance the triage system would not work and we would be back to where we were previously. Feedback from the questionnaire was very mixed, Chris read some of the remarks from patients which ranged from really high praise to others saying that there was no improvement using the triage system. Chris brought up the subject of the 08 number used to ring the practice and said that he hoped that some time in the future the group would want to move away from this, so this could be discussed at a future meeting.

4.0 News from the Practice

There was no news from the practice since the last meeting.

5.0 Any Other Business

No other business

Next Meeting 23rd February 2012 commencing 6pm at The Stag Medical Centre