

MINUTES OF PATIENT PARTICIPATION GROUP MEETING ON TUESDAY 12.08.2014
13.30PM – 2.30PM

Meeting held at Scott Park Surgery on Tuesday 12 August 2014 between 13:30 and 15:00 hrs.

- 1. Attendees:** Chair: Nicola Brailey (NB), J Ashong-Lampety (JAL), Dr H W Ng (HWN),
Practice Manager: Nancy Ng (NN), Secretary: Terry Sharp.

(NB) Opened the meeting at 1.30pm welcoming the new members (JAL) and (TS) to the Group, thanking them for joining.

- 2. Apologies:** John Savage (JS), Pamela Savage (PS), Marisa Bradley.

3. Minute's approval:

The minutes of 29 April 2014 were agreed as being a true record of that meeting.

4. Matters arising:

i. DNA.

(HWN) and (NN) indicated that the "Did not attend appointments" (DNA) by patients had not really improved over the past three months. It was difficult to determine if putting notices up identifying the number of missed appointments had any real effect. It had been experienced, at times, that patients were requesting "urgent appointments" and the Surgery would make arrangements to accommodate and meet their needs, but subsequently they did not attend citing various personal domestic reasons when queried. Discussion on possible ways to inform patients of either reminding them of their appointment or telling them they had missed an appointment. It was decided further thought needed to be given and possibly a feasibility study would be required.

ii. PPG Forum meeting.

(NN) had contacted (PS) regarding the content of the last (PPGF) meeting. (PS) was of the opinion that it had not been very productive as they were mainly going over past subjects which in her mind were not the sort of things that the (PPGF) should be addressing.

(HWN) thought that the apparent lack of productivity and the items discussed were possibly due to teething troubles. Currently only ten practices send delegates to the Forum meetings. It probably requires a decision by the (PPGF) committee to determine its validity and areas of operation i.e. What was its basic role?

In addition the restriction on the number of delegates from each practice that were allowed to attend the meetings. More Surgeries need to be represented at the meetings, especially as the purpose of the (PPGF) is to push forward communication and inter action between the various sections of the NHS.

iii. Family and Friends Survey.

(NN) informed the meeting that the survey is programmed to be introduced in December 2014. Patients will be voluntarily asked to record their opinion on how they feel regarding the outcome of their visit to the practice.

- a. Happy regarding the service they received from the various sections of the Surgery?
- b. Would they, if asked recommend the practice to others?

The whole concept is to provide an overall "Standard of Service" to the public. Eventually it will be rolled out to other NHS services.

iv. **Patient Transport Service**

(NN) identified that to date the Surgery had not received any feedback on how the new system was performing.

v. **Summary Care Cards.**

The system becomes operative in June 2014. If patients had not identified they wished to opt out then they would automatically been included in the system.

vi. **Care Data Program.**

The government has halted the program and it has not yet identified when it will recommence.

vii. **Patients Access to GP Records.**

A general discussion took place regarding the introduction of this service to patients and their reaction to the proposal. The areas that a patient will be able to access the GP records are:

- a. Medication.
- b. Adverse medication reactions.
- c. Allergies.
- d. Immunisation lists.

(NN) informed the meeting that a trial program was being set up in-house to prove its operational validity prior to the service launch.

5. Correspondence.

2 items received:

- a. Comment from a patient via Comments Leaflet identifying their satisfaction of the service and advice received from all the Practice Sections.
- b. Suggestion by an unnamed patient that the nurse's appointments be shown on the Surgery on-line program.

(NN) told the group that the initial problem was the length of the nurse's appointments they are not the same as the GP appointments, which were standard at 10minutes, so it was not easy to place them on-line.

A discussion took place regarding what information could be put on line regarding Nurses activitys eg. Identification of Flu Jab clinics held for patients over 65+ and patients with medical requirements requiring a Flu Jab i.e. long term Asthma sufferers.

6. Update of PPG Forum.

See report from (JS & PS)

7. Improvement of Patient Service for 2014/15.

Discussions were made about areas of improvement and the following priorities were agreed by the PRG for 2014/15:

- a. On-line booking for flu vaccination appointments (on line flu clinics).
- b. Patient access to viewing GP medical records.
- c. Appointment Reminder service via text (to be confirmed).

Further investigations will be needed regarding the appointment reminder service.

(NN) will look into how and whether it could be done with the Surgeries system.

It was also discussed that relevant information would be needed regarding the on-line flu clinics reminding patients that only "at risk" patients are eligible for the free flu vaccination.

8 A.O.B.

The question was asked as to what was Care Commissioning?

(HWN) outlined the current role of (CCG) and its current position in the NHS operations. He spoke about its current duties and possible future duties.

9 D.O.N.M.

To be advised.

Meeting closed at 15:00

Scott Park Surgery