

PATIENT PARTICIPATION GROUP MINUTES

Minutes of Patient Participation Group Meeting held on Thursday 24th May 2012.

Present: Dr P.A. Campbell – Senior G.P.

Mrs C. Kenyon – Practice Manager

Mrs E. Heidenreich – Senior Administrator

6 Patients

Apologies were received from: 1 member

Not Present: 1 member.

Dr. Campbell opened the meeting and welcomed a new member to his first PPG meeting. Members all introduced themselves and Dr Campbell gave a brief overview of the PPG's role and the changing role of the Primary Care Trust.

Minutes of the last meeting: The minutes were looked at and the following discussed:

Health Visitor: Dr Campbell advised that the new health Visitor was now in place and how the role has changed over the years.

Tarporley Cottage Hospital: Dr Campbell reported that the TCH is having a slight struggle for funds partly due to the change in how the money from NHS is allocated; they only now receive 30/40% of it's income from the NHS as the PCT did not keep to the original arrangement and changed the amount of funding now given to the Hospital. The annual running costs are around £800k.

The Hospital is looking into providing new community services to help bring in more income and they will also be raising the profile of their minor injuries services.

A member asked if the TCH would be expanding in the future or in fact, considering a new Hospital. It was thought that at present survival was the main priority.

With this in mind, they are in the process of appointing a Fund Raising Manager.

There is a Garden Party in the grounds of TCH on Sunday 15th July. Details will be on their website in the near future. Since the meeting we have learnt that the event at Ash House is sold out.

Refurbishment at Tarvin Surgery: This has now been completed and there are now three fully functional rooms, although a coach is needed for one. The expansion of Tarvin village was discussed, due to the proposed new housing developments. It may be possible to run more clinics from Tarvin, such as 'well people' checks etc.

Automatic email response: With the new email system we are not able to give an automated email response to prescriptions, but individuals do send a reply.

Booking appointments on-line: A member asked if a blank registration form could be put on our website, rather than having to come into the surgery for this form. Liz will look into this. Only appointments for Doctors can be done on-line at present, as Nurses appointment times vary due to whatever service the patient requires.

Improving Practice Questionnaire/PPG Annual Report: Members were given copies of the PPG Annual Report which had been sent to the PCT at the end of March.

The following points are part of the Action Plan:

1. **Raise awareness of our new website:** This had been done with our web address being put in Newsletters.
2. **Reduce wasted appointments:** Members looked at a draft letter that could be sent to patients who missed an appointment(s). A suggestion was made to make the wording of the first paragraph 'stronger'. The DNA figures for March were 40 and 43 for April. There were no repeat offenders for these two months. Liz to check what information is on our website.

3. **Comfort of waiting room:** Various scenarios were discussed from renewing chairs, to painting walls. There are various rules regarding new chairs due to infection control, i.e. no fabric seats or backs. Members did say that they had not noticed that the chairs were uncomfortable and with the current appointment system patients were not in the waiting room for long. Unfortunately we cannot create any more space at present and although the hatch arrangement is not ideal, it does give some measure of privacy. The merits of certain radio stations were discussed and Dr. Campbell said that the radio in Tarvin is useful as a 'background' due to the problems with being overheard. The checking-in system was mentioned and Chris/Liz to check that there are posters in Waverton waiting-room, asking patients to check in at reception.
4. **Telephone Access:**
 - (a) We have around 100/120 appointment slots a day with a percentage of 'book on the day' times which are allocated from 8.00 a.m., which is when our lines are busiest. Patients can book up to a month ahead – we need to make patients more aware of this. Patients can be seen at the end of the day if an urgent appointment is needed. Our receptionists' are very good at asking patients for details of illness so Doctors can decide if they need to be seen urgently.
 - (b) Talking to Doctors on the telephone was also discussed, and the logistics of doctors having to travel between the three surgeries.
 - (c) The telephone system itself was discussed at length with suggestions of pressing 1 for appointments, 2 for secretaries etc and this will be discussed at the next doctors meeting.
 - (d) Another suggestion was possibly having the branch surgery staff in earlier and taking their own 'book on the day' appointments, instead of Taporley as it is now.
 - (e) Members did feel that the ring back system from their own phones (i.e. pressing 5 when the line is busy) works well for them.

Dr Campbell went through comparisons from previous years and members were given a copy of the details. The four main 'problem' areas have not varied much from other years and other G.P. practices find that telephone access is generally a problem for patients. Dr Campbell also read out various comments from patients, both positive and negative from the survey.

A.O.B.

Newsletters: It was felt that these could be made more widely available for patients and local communities, with some being put in local village halls together with our surgery times. Care must be taken not to encroach on other practices in our local areas.

Influx of new patients: This was discussed again with thoughts about possible extensions/new sites, but that would be for the future.

Dr. O'Callaghan: Dr Campbell informed members that Dr. O'Callaghan has decided to retire in the autumn and he wished him Good Luck on his retirement. His successor is being sought.

Quality Care Commission: The practice is having a visit from the QCC in the autumn.

Email addresses: Our new member gave Liz his email address and confidentiality was discussed. Another member gave Liz her new e-mail address.

An overview of the **Practice Model** re partnership was discussed.

At the end of the meeting Dr Campbell asked members what they felt about an Equipment Fund being set up. The PPG members would have to be involved with this. The conflict of interest with TCH was talked about. Members seemed positive about the idea and this will be discussed further at the next meeting.

Date and time of next meeting: Wednesday 26th September 2012 at 2.00 pm. If members would like anything adding to the Agenda please let Liz or Chris know prior to meeting.