Patient Participation Group minutes

16th January 2020

Key Notes and Decisions

Present: Julie Pope, (Chair) Ron Hodson, Richard Angood, Edward Croucher, Mercedes Dulson, Richard Hardy, Terence Schooling

Drs: Shirin Howell & Angela Stevens-King

Practice Staff: Melissa Morley Practice Manager, Tanya Claridge Clinical Manager, Helen Tiernan, Sam Snow & Joanne Carr Practice Nurses

|  |
| --- |
|  |
| **Introductions**  Melissa Morley welcomes everyone for attending, everyone introduced themselves, and Julie Pope was pointed out as being chair to those that had not attended the meeting before.  **Action from the previous meeting minutes**  The calling in board has been changed so the patient name remains on the board for an increased amount of time.  Reception will now be alerting patients in the waiting room of the estimated wait time to see the GP if it is over 20 minutes at 9.30 and 10.30  The checking in system has been reviewed and we are actively making changes, to be discussed later.  **Minutes from this meeting**  Melissa Morley announced that the PPG now has a new email address, [georgeclaresurgery.ppg@gmail.com](mailto:georgeclaresurgery.ppg@gmail.com) and all correspondence is to be received and sent through this. Julie Pope to have the log in details so that she can monitor the account.  Julie Pope suggested that the surgery create a newsletter for print bi-monthly or every quarter, Melissa Morley has drafted one already. It was suggested we distribute to the Kind Edward Centre, Library, and Facebook, and surgery website.  The impact of the winter pressures alert discussed, the appointment system is generally very busy, we are monitoring the triage list with on call clinician’s writing on appointment slots whether they felt the triage appointment was appropriate or inappropriate for the Urgent duty clinician list. Patient expectation is high and can be challenging to manage  The surgery now has a Facebook page and a new website which seems to be working well, increasing the amount of information we can extend to our patients.  Doctorlink is a new service we are signed up to; Melissa Morley explained that the patients use an app on their phone or the website. By inputting their symptoms it will point them in the direction of the most appropriate service, or it will offer them an appointment at the surgery in one of our Doctorlink reserved time slots.  Melissa Morley explained that the surgery are now trialling a three phase plan to try and help with the increase in patient demand alongside points made by the PPG at the previous meeting about the long queue at the front doors at 8.30am. (See attached for details of the plan). All members in agreement with this trial, and we will review the effects at the next meeting.  Melissa Morley presented a flow chart that the Reception team will now use. They will be asking patients if their symptoms are new or ongoing, if applicable which GP/ANP they previously saw, and will continue to ask for a brief description of their symptoms. This enables us to suggest the most appropriate clinician for their care, or so we can achieve continuity of care by booking in with a GP /ANP that already knows the patients case.  Following an increase in complaints the surgery would like to encourage patients to feedback to us about their experiences rather than creating a full complaint (dependant on the appropriateness of cases). Feedback to be anonymised if the patient consents to this so it can be discussed by the surgery and/or the PPG so we can learn and improve the patient experience. It was agreed that the Facebook page is a positive development and we are receiving positive feedback via this.  Julie Pope gave the idea that we create a satisfaction survey, giving a more positive title to it as a way to encourage responders. Richard Angood stated that feedback forms should be neutral, encouraging both positive and negative feedback. Terence Schooling suggested that complaints forms can make complaints, complaints should be turned in to a positive learning experience, Dr Howell agreed and advised that as a surgery we have Significant Event meetings every month. Melissa Morley and Tanya Claridge will look in to putting a feedback page on to the surgery website alongside a form and post box in the surgery waiting room.  The home visit policy has been updated by Tanya Claridge who briefly explained that patients will need to be bedbound to request visits; all visits are to be called in to the surgery by 10.30am, anyone requesting a visit after this time will be triaged by the duty GP and deferred to the next day if appropriate. Dr Howell added that attending the surgery is in the interest of the patient as we have a wider range of tests available on site.  Melissa Morley announced that Dr Darer is retiring in March and we have not yet been able to recruit a replacement for him. Dr Watts and Dr Mina have agreed to locum for us to cover the lost GP sessions.  The PPG had no further items they wished to discuss.  **Date of next meeting: 19th March, 5pm at George Clare Surgery** |