

Minutes

Meeting: Patient Participation Group (PPG) meeting

Date: 23 November 2018

Attendees: Leigh Frost (FWMC); Judith Woodbridge (FWMC); PPG – Stephen Mann (Chair); Rais Hyder; Judith Sluglett; Stephen Noreiko; Philip Blakey; Sheila Woodcock; Linda Hurst; Mildred Miller; Francis Palmer.

Apologies: PPG – Heather Clarke; Annie Lewis.

Welcome/Apologies

SM opened the meeting and welcome all present. Everyone introduced themselves.

Apologies were noted (as above).

Minutes of last meeting (LF) –

- Patient numbers as at 01.11.2018 was 9330, which is down by 26 from the previous update in May.
- DNAs – In October 111 appointments were DNA'd by patients.
- Minutes of meetings – these are now on the website. JW added that we have a new website, and on the front page there is a tab (Patient Group) which goes directly to information regarding this group. It also contains the minutes of all previous meetings, an invitation to join the group, the Friends and Family test form, and the latest GP patient survey.
- Dr Farnall's succession plan. LF explained that the NHS is reviewing the Partnership model, which potentially means difficulties in recruiting partners. The results of this review are expected in 2019, and until this is finalised FWMC will not be advertising for a new partner. Dr Tom Brookes has, in the meantime, agreed to extend his contract (he is currently covering for Dr Kuur on maternity leave) for 6 months. This should allow time for recruitment of a new partner, hopefully in the autumn of 2019.
- Enhanced services. It has been confirmed that the BPCAG contract (which supports a lot of our elderly and frail patients) is ceasing with effect from 31.03.19, and we have not yet been advised of the replacement contract (if there is one), that will replace it. However, it looks like there will be some form of 'frailty service', but no details have been released. All our other contracts, eg Care Homes, Dementia service, vaccinations are to be continued, but the NHS hasn't mentioned finances yet. We will update you at the next meeting.
- CQC inspection – FWMC has been rated as 'Good' across all parameters measured.

Patient Topics

- RH – when will Dr Farnall be leaving? Officially 05.04.19, but practically this will probably be 31.03.19. Is there going to be a send-off? Dr Farnall is organising this herself, and LF did not have any of the details to hand.
- SM – could **Patient Topics** be from other patients, ie those not in this group? LF – absolutely, as long as it is a general query, and not specific to them, or clinical.
- LH – Appointment Access – there is a very long wait for a routine appointment. Is this being addressed? – LF – During half term, when some of our clinicians take annual leave, there was a wait of about 3 weeks. Usually it is about 10 days for a routine appointment. However, urgently required appointments do not have to wait that long.

- SW – Trainee GP, is superb! LF added our trainee GP, Alice Holmes, is very good and is an F3, which means she is finalising her training and she has shown interest in being a GP as a career.
- JS – Can patients send in email queries, as this would be quicker than letters, or waiting for phone calls back. LF – at the present it has not been proved to be a safe way for patients to communicate – for example, if someone emails with chest pains 5 minutes before closing, we could not guarantee to see that email and respond appropriately. If you phone, you would get immediate advice. It may happen in the future, but not at present.

Practice Topics

- GP survey. LF handed out a summary of the feedback result – All areas were green, which means FWMC is better than national average, and one was amber which means we were as good as national average.
- Friends and Family Test – LF handed out a list of comments made by our patients when visiting the surgery. We get some very positive comments, and some not so positive, but we use these to try and improve our service.
- Staff updates. 1 member of the admin team is expecting a baby early next summer. We have Dr Holmes, GP trainee who is here for a year.
- Texting patients. This is a non-reply service, and could be for a number of reasons – to advise that paperwork is ready for collection, to ask you to call in for results of your tests, to ask you to make an appointment for a routine check. It was mentioned that some people only use their mobile phones for emergencies, in which case they wouldn't be aware of a text coming in. JW advised that any text sent is always followed up by a letter if no response is received.
- Saturday surgeries. These are held at FWMC on the 3rd Saturday of the month. If a Saturday appointment is required on any other Saturday, FWMC patients can visit Monks Park, Greenway, Westbury on Trym, Sea Mills or Helios surgeries. To book just call our reception in the usual way.
- Extended hours over Christmas and New Year – we have an obligation with NHS England to provide additional appointments outside of our core hours, and we do this on a Monday evening, opening until 7pm. LF asked the group if they would be happy for us to 'move' these hours to the New Year, as most people do not want to go to the Doctors late on Christmas Eve or New Year's Eve for a routine appointment. All agreed to this, when it was felt that more people would want to use the surgery in the New Year. Core hours will be as per normal.
- **Evolution of PPG** – LF handed out an article from a very active PPG in Cornwall. It was noted that this was not the 'normal' things most PPGs do. The NHS idea of a PPG is to be an active group supporting the Practice. How this is done will be different in every Practice. SM and LF have devised a survey to be given to every patient (either electronically or in paper format) and it will be added to the website, with open questions about the group. There are approximately 50 members, but very few of them attend meetings. The form will be sent with these minutes.
- JS – is this a separate group from the drivers/befrienders? Can they be combined? LF – yes it is totally separate, and cannot be combined.
- SW – most of the group are of a 'certain' age. Younger members should be actively encouraged. Could the meetings be held at different times of day, or on a different day?
- LF – feedback is needed from all members of things to try, to help the group progress. When the completed forms are received by LF, they will be anonymized, and then SM has offered to analyse them in readiness for the next meeting.
- LF will arrange for a slip of paper, with information about the group, to be added to the new patient registration pack, to try to encourage more people to join.

- LH – could the meetings be held quarterly, or 3 times a year? Yes, if it what members would like.
- An online forum could be created, which would enable members to add comments or start a thread whenever they like.
- Possibly have a ‘table’ at the surgery for next year’s flu clinics to try and encourage more members to join.
- Could an ‘advert’ be put on the screens in reception informing patients about the group?

Any other Business

- SM thanked all for coming to the meeting.
- Next meeting 17.05.2019 – to be chaired by LH.