Minutes 4th April Musters Medical Practice PPG meeting

Paul Midgley (Chair, PM) welcomed Christine Jones (CJ), Anne Toler (AT), Mike Prior (MP), Tom Wedgwood (TW), John Burnett (JB) and Carol Gretton (CG) who attended as an observer with an interest in future participation.

**Apologies for absence** received from Wanda Martin (WM), John Prestage (JP) and Tammy Daly (TD). Linda Lowne (LL) and Stephen Duckworth (SD) were unable to attend.

AT asked for an additional agenda item to be added to the agenda – see AOB.’

1. **Minutes approved** from the February meeting. Actions reviewed:.

* **CJ** to put the “Do you look after someone?” booklet into the practice welcome pack
  + Carry forward – lots of changes so packs being reprinted in small batches till things settled staffing wise. Approx 50 new patient registrations per week!
* MP to add information on Carers support to the TV slides (and liaise with Nikki Lucas at PartnersHealth and Maggie Usher to obtain relevant content) and flag LLWIR on practice TV slides as there is also a self referral option
  + Done
* **PM** – include prevention education as future PPG focus topic. Discuss with CASTLE PPG
  + Done – topic today – but will keep as future item, see below
* LL, PM and WMto discuss with OL how to go about this and what’s the best platform to use to engage and host the views of young people
  + Done - PM and WM discussed using MJog to contact 16-18 year olds – see below
* **MP** to update TV slides to include Disabled Go information <https://www.accessable.co.uk/> and add good news story – Debbie in admin @ Musters MP won NUH volunteer of the year award for raising money for the breast unit (>£22k) – has old 30 tables for the evening coming up in May. Anyone wanting to attend or contribute to contact CJ
  + outstanding
* **CJ - QPDM –** make a standard agenda item to share good news stories (CJ now keeps a file of compliments etc to counterbalance natural focus on what’s not working/complaints (there are very few) – CJ – no date yet for next QPDM

1. **Key Topic: Review feedback report from Instinct Laboratory produced for CASTLE/Embankment**



Report fed back on how patients interact (or don’t) with the surgery environment. Current ways of getting health messages vary in success. TW, JB and CJ agreed to set up a Working Group to improve Patient Education and Communication starting with a review of educational messages and literature around the surgery and do an initial impact report to feedback to next PPG meeting. Review of leaflets, TV messages, items on reception etc. Meeting 4pm 18th April to review. PM to provide dates of ‘Awareness Weeks’ via Helen Limb. Prepare a calendar of major themes over 2019 and coordinate TV and leaflets etc, review and replace regularly. PPG to do this, CJ happy. Coordinate with Nikki Lucas, PartnersHealth.

**ACTION: TW/JB/CJ**

1. **What are the main reasons people are attending the practice over the last month?**

CJ commented that there is an increasing trend for patients to behave in a selfish and uncooperative manner. Non urgent matters deemed urgent to get an on the day appointment. Rudeness to staff and now also medical team too. Barging straight into clinical rooms without waiting to be called. Insisting reports get signed there and then.

**ACTION: MP agreed to flag on TV slides. Share with Nikki Lucas.**

**4 a) Preventative Healthcare update (follow up to last meeting)**

PM fed back from Rushcliffe Active group earlier today. Prevention agenda important element of Primary Care Network’s forward plans. They have commissioned Instinct Labs to do a wider piece of research (including >100 interviews of Rushcliffe patients and health staff) to support this work. Once report available MMP/CASTLE PPGs will act. Could link into *AT’s AOB* below.

**ACTION: carry over as above**

**4 b) Updates from outside organisations: NAPP, NHS England, ICS/ICP/PCN/PartnersHealth, Rushcliffe CCG Active Group & Patient Cabinet, Castle PPG**

PM feedback particularly from today’s Active Group at Rushcliffe CCG. Main thing is the development of the Primary Care Network to replace Rushcliffe CCG as the provider of local drive for health improvement now all the CCGs have effectively amalgamated into one across Notts. Hazel Wigginton is the Rushcliffe Deputy Locality Manager and working closely with PartnersHealth and key GPs on e.g. Prevention and supported self management for people with ongoing medical conditions. CJ commented how popular the Lets Live Well in Rushcliffe programme is proving. It also enables free access to Slimming World which some of the staff have taken up.

Rushcliffe Patient Conference is being held on 6th June at Rushcliffe Arena, Up to 4 places available for PPM PPG members –

**ACTION: ALL - contact PM to book your place. Will include a Soapbox session**

**ACTION: ALL - contact PM with your ideas about what you’d like to discuss/ask in our 5’ slot on the soapbox.**

1. **Recruitment to PPG/virtual PPG**

CG attended as an observer with a view to future participation.

PM/WM idea to contact 16-18 year olds via m-Jog to participate in a WhatsApp group to give feedback on MMP services etc. CJ said yes provided we first seek their agreement under GDPR.

**ACTION: PM/CJ to agree working of screening text then actual engagement text. PM to arrange call/f2f meeting**

1. **Correspondence/patient feedback/Friends & Family Test**

8 responses to latest FFT – usual good feedback.

1. **AOB (AT)**

AT raised the issue of the shared waiting area, now that the coffee shop is empty. She pointed out that it looks unwelcoming and disorganised to patients coming in to the practice. CJ said that this is not under the control of the practices but of Embankment Primary Care (however several of the GPs sit on this board).

**ACTION: To be revisited at next meeting. Links with Item 2 as the area could be used for patient education, leaflets etc**

1. **Summary of Actions agreed & key messages** for Virtual PPG members, Practice TV, NHS Rushcliffe CCG Active/Patient Cabinet, WB Wire

* **CJ** to put the “Do you look after someone?” booklet into the practice welcome pack
  + Carry forward
* **PM** – include prevention education as future PPG focus topic. Discuss with CASTLE PPG
  + will keep as future item
* **PM/CJ** to discuss MJog platform/WhatsApp to engage and host the views of young people
  + PM/CJ to agree date to discuss detail
* **MP** to update TV slides to include
  + Disabled Go information <https://www.accessable.co.uk/> and
  + add good news story – Debbie in admin @ Musters MP won NUH volunteer of the year award for raising money for the breast unit (>£22k) – has old 30 tables for the evening coming up in May. Anyone wanting to attend or contribute to contact CJ
  + add acceptable conduct notice – see CJ feedback above
* **CJ - QPDM –** make a standard agenda item to share good news stories (CJ now keeps a file of compliments etc to counterbalance natural focus on what’s not working/complaints (very few)
* **TW, JB and CJ** agreed to set up a Working Group to improve Patient Education and Communication starting with a review of educational messages and literature around the surgery and do an initial impact report to feedback to next PPG meeting. Review of leaflets, TV messages, items on reception etc. Meeting 4pm 18th April
* **PM** to provide dates of ‘Awareness Weeks’ via Helen Limb. Prepare a calendar of major themes over 2019 and coordinate TV and leaflets etc, review and replace regularly
* **ALL** - contact PM to book your place. At 6th June Rushcliffe Patient Conference - Will include a Soapbox session – first come first served only 4 places
* **ALL** - contact PM with your ideas about what you’d like to discuss/ask in our 5’ slot on the soapbox.

PM thanked attendees and the meeting closed at 7.30pm’

**Proposed** **dates of 2019 PPG meetings; 6pm on:**

6 June, 8 August (Paul away could move date?), 10 October, 5 December (AGM)

**Next Focus topic:**

6th June – Mental Health in particular children’s mental health – AT wants to lead the discussion

Also feedback from TW/JB/CJ subgroup and Rushcliffe Patient Conference

Agreed future focus topics:

* Activating the PPG - WM and others keen to help more in between PPG meetings e.g. Blood pressure checking, use of other ‘active’ health education interventions – agree with CJ and JP what’s possible,
* ‘Basics’ and questionnaire
* Be CQC ready
* Common medical topics
* Review of the year/AGM

**Other Potential future topics to consider**

* Antimicrobial Stewardship
* Disease focus e.g. Tele-dermatology, other PartnersHealth/PCN local service development initiatives
* Publicising Patient self-help groups e.g. Dementia, Diabetes, Mental Health –on Practice TV etc
* Health Hub for Embankment PC Centre (Education centre like in WB and Bingham libraries)