

Synopsis of PPG meetings held since April 2012

April 2012 meeting

Dr Paul Docherty was invited to this meeting to share practice plans with the PPG members re a forthcoming trial of how patients with multiple chronic diseases will be managed so as to improve care and efficiency.

Action planning from the patient survey:

The group discussed actions they would like to see to improve the telephone system. It was recognised that changes to telephony are needed but that this is only possible with the support of the PCT's telephony team. Something that has been sought but was still awaited.

Practice newsletter: the group discussed the style and content of our practice newsletter after examples from other surgeries showed such variations. It was agreed that the current style was appropriate and that they felt content was more important than a glossy finish. It was agreed that a colour printout, even if just of the first page, would make it more appealing it was recognised that there was a significant cost to this.

June 2012 meeting

Dr Anna Hammond joined the meeting to share the practice communication strategy devised as a result of the previous patient survey. The group were given time to comment on the plan, suggest alterations and ask questions. Subject to the agreed amendments to plan was accepted and a role out strategy agreed.

August 2012 meeting

Feedback was given to PPG member about the dissemination of the communication strategy to patients. Comment card boxes were shown and approved. The work done by the practice manager to compile Frequently Asked Questions folders for all waiting rooms was shared and approved. It was agreed that the entire folder will need to be reviewed every six months. The group suggested the inclusion of an index and this was done before the folders were put out.

Website development: the idea of bringing the practice website 'in house' so that it could be more proactively managed and kept up to date was discussed and approved by the group. The IT manager is to work on the style and content over the coming months

Telephony: it was reported to the group that no progress had been made re getting support from the PCT to make adjustments to our phone system. It was reported, however, that it was possible that the PCT might introduce a new system for us within this financial year. The group had previously offered to lobby the PCT on behalf of the practice but in the light of this potential development felt that the timing was not right to do this.

It was agreed that group members would attend our Flu Saturday to talk to patients about the group itself and to help encourage people to sign up for appointments and repeat prescriptions online.

October 2012 meeting

Telephony problems still outstanding – much to the group's disappointment. There was very positive feedback from group members who had attended flu Saturday. 10 patients indicated they would like to be part of a virtual group and 140 patients signed up for on line access to appointments and repeat prescriptions

The content of the 2012 survey was discussed and finalised having taken into account the comments made by PPG members. A copy of the final survey was shared with PPG members. The group agreed that the survey should again be delivered in early December. As in the previous year it was agreed the survey should be delivered:

- on line using Survey Monkey and accessed via the practice website
- distributed in reception and by clinicians
- some PPG members again volunteered to come into the practice to engage with patients so as to promote the survey and support their completion of the survey document.