

**Patient Participation Group Meeting held on Wednesday 15<sup>th</sup> March 2017  
At 1 pm Orchard Medical Practice Meeting Room**

|          |              |   |  |
|----------|--------------|---|--|
| Present: | Keith        | - | Chairman                                   |
|          | Laurence     | - | Vice Chairman                              |
|          | Sue          | - | Patient                                    |
|          | Valerie      | - | Patient                                    |
|          | Jean         | - | Patient                                    |
|          | Susan        | - | Patient                                    |
|          | John         | - | Patient                                    |
|          | Elizabeth    | - | Patient                                    |
|          | Christine    | - | Patient                                    |
|          | John         | - | Patient                                    |
|          | Rebecca Tate | - | Practice Manager, Orchard Medical Practice |

Apologies:

|  |         |   |           |
|--|---------|---|-----------|
|  | Gloria  | - | Treasurer |
|  | Anne    | - | Patient   |
|  | Beryl   | - | Patient   |
|  | Phillip | - | Patient   |
|  | Hilda   | - | Patient   |
|  | Adele   | - | Patient   |
|  | Pat     | - | Patient   |

**1. Welcome and Introductions –**

Keith welcomed all members and new member Christine to the meeting. Introductions from everyone were made. Keith asked all members as our Secretary had left the practice whether anyone would be willing to take the minutes of the meeting. John kindly agreed to oblige until the next Annual General Meeting.

**2. Minutes of the last meeting**

The minutes of the last meeting were verified and correct.

**3. Orchard Round Up**

Rebecca updated the group on the following areas:-

**3.1 Orchard Recruitment –** Rebecca reported there had been two new receptionists to the reception team, Emily & Hayley who commenced in their positions earlier this month. Unfortunately our receptionist, Jodie, who has been with us since her apprenticeship in 2015 and has taken up an admin role closer to home. Secretarial interviews are to take place next Friday 24<sup>th</sup> March in order to recruit a new secretary.

**3.2 Doctor News -**

Dr Phipps will retire on 30<sup>th</sup> April 2017, his official last day will be 25<sup>th</sup> April. Dr Kathryn West will become the 10<sup>th</sup> Partner on 30<sup>th</sup> April and Dr Helena Wagstaff will become a Partner on 1<sup>st</sup> April 2018.

The practice had gone out to advert for the recruitment of a salaried GP to replace Dr Phipps but hadn't had much uptake. The Partners were considering whether to employ a pharmacist to help with medication reviews & queries to help free up GP time in the short term.

### **3.3 Extended Access from April 17**

Rebecca informed the group that further to information given at last time's meeting with regard to NHS England's 5 year forward view and 8-8 working 7 days a week, that the practice were still in discussion as to whether the practice could provide the hours ourselves or whether to collaboratively join with surrounding practices. There wouldn't be a need to provide Sundays as there isn't patient need but certainly Monday to Saturday working. We will keep the group posted on what is decided.

### **3.4 Phone System**

Rebecca reported the phone system had been switched over to a new provider yesterday. No problems were reported despite preparing for problems and informing patients via text messages, website, posters & Facebook.

The new provider now allows the system the use of call queuing which is something our PPG group and other patients have been asking for, for some time. Rebecca asked the group to consider how many calls they thought would be realistic to call stack ie 'you are number 20 in the queue' whether the number should be more or less. After a good discussion and input from John Roughton who had experience of this in his former practice, it was decided that 20 would be a realistic figure and to have, if possible, an estimated waiting time also. A better case scenario would be, just to have the estimated waiting time to be answered rather than the queue number.

**Action: Rebecca to investigate this further**

### **3.5 Bariatric Wheelchair**

Further to a kind donation the purchase of a bariatric wheelchair was delivered this week. This will be of benefit to the patients of the practice. Keith will thank the family on the PPG and Practice's behalf.

## **4. Development Areas – please refer to attachment**

Keith discussed with the group the development plan which was made last year. It was discussed with the group what they felt we had achieved from it. Each area was then looked at in turn to see if the area was still relevant and if it was to be put on the development moving forward in to 17/18.

### **Development Area 1 – Recruit more PPG Members**

The Group felt that whilst we had recruited a few more members within the year it was still important that we target younger age ranges to join. It was recognised with the use of the website, PPG noticeboard, leaflets, flu day etc that had already been used that a pull up banner in the reception area and as Christine suggested an email address for further information on it this may be another way of trying to recruit. It was felt that Development area 1 was to be put in to the 17/18 development plan.

### **Development Area 2 – Help people to become more Active**

The group felt this area of the Walking Group for patients was to be left out of the plan for 17/18 as this area had been very successful last year and the walking group

was well established. A new leaflet for walks was still available via the website and around the practice.

**Development Area 3 – Maximise reach and use of Patient Surveys to help OMP review services**

It was felt by the group that participation was needed from everyone in order to promote surveys and in particular Systmonline to patients. Rebecca reiterated that it is very helpful having group members come and speak to patients in the waiting areas about different surveys etc as staff didn't always have the time. Keith encouraged group members to sign up to when they can help and to draw up a rota at each meeting. Development Area 3 was agreed to be put in the 17/18 plan.

**Action: Keith to draw up a monthly rota of when members could come in and help the following month.**

**Development Area 4 – Improve health, wellbeing and self help**

A discussion took place on how successful previous health awareness days had been over the past year which everyone felt that most of them had been helpful in helping patients. Christine suggested asking the doctors which areas they felt the practice needed awareness sessions on. It was also suggested to collate the information from the current practice survey to see what ideas patients had come up with. This information to be presented at next month's meeting along with survey results. Area 4 was agreed to take forward also in 17/18.

**Action: Rebecca to ask the doctors of health awareness areas & collate survey results & suggestions for next meeting.**

**Development Area 5 – Reduce the level of waste medicines**

The group also felt this area needed some work to educate patients not to stock pile and pharmacies not to re-order medication unnecessarily. Again this Area 5 was to be taken forward in to 17/18.

**5. AOB**

**Easter Coffee Morning**

Gloria had requested that the Easter coffee morning be postponed for a while until she has recovered. Members agreed to postpone this as patients would miss her cakes! Gloria had requested that any tombola items would be gratefully received as stocks are running low. She would be around this Friday in case anyone could drop any off then. Other than that pop items in to the practice and we will keep them aside.

**Change of meeting date in October**

Keith asked the group if anyone minded moving the meeting date in October to 23<sup>rd</sup> October instead of the 16<sup>th</sup>. No-one objected to arrangements will be made to update the website and leaflets.

**Date of next Meeting: Monday 17<sup>th</sup> April 2017 6.30 pm – Orchard Waiting Area 1**