

**Patient Participation Group Meeting held on Wednesday 19<sup>th</sup> July 2017  
At :1.00 pm Orchard Medical Practice Meeting Room**

<b>Present:</b>	Keith	-	Chairman
	Sue	-	Patient
	Valerie	-	Patient
	Jean	-	Patient
	Susan	-	Patient
	John R	-	Patient (Minute Secretary)
	Elizabeth	-	Patient
	Christine	-	Patient
	Anne	-	Patient
	Phillip	-	Patient
	Hilda	-	Patient
	Pat	-	Patient
	Rebecca Tate	-	Practice Manager, Orchard Medical Practice

**Apologies:**

	Laurence	-	Vice Chairman
	Gloria	-	Treasurer
	John P	-	Patient

**1. Welcome and Introductions –**

1.1. Keith welcome those attending.

**2. Minutes of the Previous Meeting**

2.1. The minutes of the meeting held on 19 June 2017 were verified and accepted as correct.

**3. Matters Arising**

3.1. Telephone: This issue had been resolved, although at least one PPG member felt that the volume was still too low. Rebecca called the Surgery at that point as though she was a patient to demonstrate the default volume.

**Action: all members – to monitor when calling the Surgery and feedback at next meeting**

3.2. PPG Questionnaire: Keith agreed to draft the questionnaire and circulate for comments so that the questionnaire could be used at the PPG fayre in mid-August.

**Actions:**

**Keith – to draft and circulate as above**

**All members – to review draft when received and respond with feedback**

3.3. Friends and Family Test: results are shown on the NHS Choices website.

3.3.1. Here is the link to our NHS Choices page on their website -

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=41381>

3.4. Pull Up Banner: The wording for the proposed banner had been agreed. The cost was expected to be around £70 + VAT and the final quote was awaited. The Group agreed that we should proceed on that basis and try to have the banner available for display at the PPG Fayre.

**Action: Rebecca and Keith**

4. **Orchard Round Up** Rebecca updated the Group on the following areas: -
- 4.1. **Extended Access** – implementation had gone well and appeared to have been well received by staff and patients.
  - 4.2. **Doctor Appointment/Triage** – the trial is to commence on 5 August 2017.
  - 4.3. **Telephone Contact for a Patient with Hearing Difficulties** – a patient was having difficulties in contacting the Surgery as she was unable to use the telephone.

**Action: All members – suggestions to Rebecca.**

- 4.4. **Patient Survey** – this is an online national survey which is published annually.

4.4.1. Here is the link to the full results for our Surgery on the gp Survey website –

<https://www.gp-patient.co.uk/report?practicecode=C84051>

4.4.2. In Summary, the results for our Surgery were:

**What we do best –**

- Our patients would recommend the Surgery to prospective new patients.
- Patients usually have to wait 15 mins or less after their appointment times
- Overall experience is good.

**What we could improve –**

- Difficulty in accessing the Surgery by telephone (*Please note the survey was before our telephone system was updated*)
- Patients being able to see the GP of their choice
- Nurses giving patients more time during consultations.

5. **PPG Leaflet/Application Form – New Design?** – Committee reviewed a potential leaflet, along with the current version. Modifications around size and colour were considered and agreed. Additionally, a polish language version was to be considered.

**Action: Rebecca and Keith**

6. **CQC Celebrating Success in General Practice Awards 2017 – Nominations?** – the nomination period for the awards had been opened and nomination forms were available in Reception.
7. **Discussion – development Plan Area 3 – Awareness Events and Suggestions** – deferred to a later date.

**Action: Keith**

8. **AOB**

- 8.1. **PPG Fayre – Wednesday – 23rd August – Volunteers – volunteers were required**

**Action: All members**

- 8.2. **Better Together “Listening” Events Re Cuts to Services – Monday 24<sup>th</sup> July 2017** – members were reminded of this event.

- 8.3. **Better Together Survey – “Shaping GP Services for the next 5 Years”**

8.3.1. The survey is available via [www.surveymonkey.co.uk/r/7LQDJVX](http://www.surveymonkey.co.uk/r/7LQDJVX)

- 8.4. **Flu Days** – Rebecca will advise members when arrangements have been made.

8.5. **SystmOnline** – members were asked to consider whether Reception staff should be “selling” patients signing up and/or whether wording in written material be firmer.

**Action: All members to consider ahead of our September meeting.**

**9. Date of next Meeting: Wednesday 20<sup>th</sup> September 2017 @1:00pm**

**The meeting closed at 2:05pm**