

**Minutes of Patient Participation Group Meeting
Held on Thursday 9 November 2017 at Clanfield Surgery**

1. Introduction & Minutes of Previous Meeting

Margaret White welcomed everyone to the meeting. Actions from the previous minutes were closed and Dee confirmed that she had sent out the PPG members' login for the NAPP website. If anyone hasn't received this please let Dee know.

2. Practice News

- **Where we are today – coping with the pressures of General Practice**

Julie Craig gave an update on how the surgery was managing in the current climate. Although the surgery is managing quite well we are still currently one partner down. We will continue to try to recruit to fill this position, however, there is a national shortage of GPs and we don't want to rush in and recruit the wrong person because of lack of candidates. Many GPs are choosing to work as locums rather than Partners due to the commitment level required by a partnership. It may be that we will need to look at other options, for example a physiotherapist, a paediatric nurse or pharmacist. In the interim we will be using locums to cover the shortfall and will try to ensure, where possible, these are GPs who have covered for us before and are therefore familiar with the Practice and our patients.

- **New Staff**

Dr Fiona Heaton – has joined the Practice as a salaried GP. Her specialist interest is elderly medicine.

Nurse Julie Davies – brings our nursing team up to 3 plus an HCA. Julie has been practice nursing for approximately 15 years coming from an acute background. Julie works part-time and has previously provided locum cover for us for a number of years. She is therefore already familiar with the Practice and our patients.

Tracy Ringshall – Health Care Assistant. Tracy joined the Practice in 2013 as a Receptionist having previously worked as a paramedic. Although she really enjoyed working as part of the reception team she already had excellent clinical skills and was therefore our first choice when the Practice decided to employ an HCA. Tracy currently carries out NHS health checks, blood

pressure checks and some wound dressings. Her skill set will continue to increase as she is currently undertaking additional training.

3. Update on the New Appointment System

Dee confirmed that the new appointment system was working well and that we have seen improved patient satisfaction since its introduction. We occasionally have had to make some temporary adjustments, for example when we were 2 GPS down we had to remove a number of pre-bookable slots, although were still able to offer early morning and Saturday morning pre-bookable. We have now reverted back to the original set-up but will continue to monitor its effectiveness and make adjustments as necessary.

4. Clanfield Housing Development Update

Julie confirmed that the monies are with NHS England and that we need to submit a business plan for approval. We have had input from a structural surveyor and an architect and now need to come up with a definitive list of requirements in order to move forward with the plans. As the partners need to contribute a substantial sum of money towards the development it has been difficult to progress without a stable team of partners.

5. Extended Patient Access

A presentation was shown on the introduction of the extended patient access scheme. This allows patients to make appointments between 8am and 8pm on week days, from 8am to 4.30pm on Saturdays and on Sunday mornings. Appointments are carried out by locally based healthcare professionals and can be booked by contacting the surgery. The presentation and information sheets are attached to these minutes.

6. Moving forward with the PPG

A discussion took place on how we can move forward with the PPG as we currently don't get any input from the members and most of the agenda topics are suggested by the Practice team. A PPG should be run by the groups' members and although we have Margaret as chairperson, the meeting invitations and minutes are currently produced by the Practice as we have been unable to recruit a volunteer to act as Secretary. Patient Participation Groups are a crucial way of harnessing the voice of the patient in primary care, and have much to contribute in driving up quality. Currently it seems to be an information forum whereby the Practice just gives updates on practice news and

issues. If the PPG wants to continue in that way it was felt that it would only be necessary to hold meetings twice a year.

The group discussed the possibility of going along the route of organising health promotion events – these could be held on a Saturday morning in the practice and all patients invited, not just PPG members. This would be organised by the members, liaising with the surgery as necessary and being promoted via the surgery website, Facebook and Clanfield Online. Dee asked everyone to think about how they would like to move forward with this and if they have any other ideas to email her and she will pass the suggestions on to Margaret White.

The surgery will also organise for PPGs from other surgeries to come into the next meeting to share how their groups work. The NAPP website is also an extremely good resource: <http://www.napp.org.uk>

The following are suggested ideas of the ways PPGs can play an active role:

- Advising the practice on the patient perspective
- Organising health promotion events
- Communicating with the wider patient body
- Running volunteer services and support groups to meet local needs
- Carrying out research into the views of those who use the practice (and their carers)
- Influencing the practice or the wider NHS to improve commissioning
- Fundraising to improve the services provided by the practice

7. Any Other Business

Concerns were raised about how the practice communicates important information out to patients: Could this be done by email or text and how do other practices tackled this? What would the data protection implications be? Dee explained that we would need to ask patients' permission to send emails and currently our clinical system is unable to support that service. The practice is happy for PPG members to make enquiries from other surgeries to see what their process is and feedback at a future meeting.

8. Next Meeting

The next meeting will be an informal tea, coffee and mince pie get together at 1pm on 15 December 2017 in the Practice waiting room. A date for a formal meeting in January/February will be sent out in due course.