

# PATIENT PARTICIPATION GROUP MEETING

Monday 19<sup>th</sup> January 2015  
7pm at Weobley Surgery

## MINUTES

**In attendance:** Gary Griffiths, John Allen, Ant Barraclough, Vanessa Bendall, Ruth Bright, Alex Davies, Gladys Henesey, Krissie Stevenson, Maria Haines, Alan Jones, Brenda Havard, Patrick James, Andy Kerfoot, Dr. Oliver Penney, Michele Petrie, Sarah Pithouse, Diane Jones

### ACTION

#### 1. Introductions

Dr. Oliver Penney welcomed all to the group and introductions were undertaken. Diane Jones, Lay Member of the CCG with a specialist interest in public and patient involvement was also in attendance.

#### 2. Apologies

Mr. M. Phillips  
Mrs. H. Cotterell

#### 3. Expectations of the PPG

Dr. Penney explained that the purpose of the PPG was to bring a cross-section of our patients together as a group to discuss new initiatives, provide a sounding board for any changes that may occur in the Practice, provide feedback to the Practice on areas of improvement and to explain limitations/pressures in the surgery.

Terms of Reference for the group had previously been circulated and Michele Petrie reiterated that PPG meetings were not a forum for individual complaints and single issues

#### 4. Election of Chair

It was agreed that formal election of a Chairperson would be undertaken at a subsequent meeting once the PPG had been up and running for a while and that Dr. Penney would Chair in the interim.

#### 5. Communication/Update

It was agreed that correspondence would be circulated via email (where possible). Items for a structured agenda would be requested in advance of meetings and should be sent to Michele ([michele.petrie1@nhs.net](mailto:michele.petrie1@nhs.net))

ALL

Concern was expressed regarding the pressures on the Practice by the issues at a neighbouring practice. Dr. Penney responded that the Practice has seen a rise in extra patients which has provided pressure to an already stretched service. Boundaries are

very tight and have not changed although there is some overlap between the two practices. The Practice is simply picking up patients who are in our catchment area, who were attending branch surgeries that are no longer open. The Practice has declined the new initiative of being able to provide registration to patients outside of the traditional boundaries as the Partners are resolved to maintaining a high quality service to our existing local patients. Dr. Penney also confirmed, whilst it is appreciated that excessive additional numbers of patients will impact on service provision, the Partners have had no discussions concerning the closure of its list to patients within the Practice boundary.

Dr. Cutler will be leaving the Practice at the end of January. Dr. Vanessa Perrott will be joining us as her replacement but not until June. In the interim additional sessions will be undertaken by the remaining Partners to ensure limited loss of appointment availability.

Some discussion was undertaken surrounding the provision of local care facilities for elderly patients and for more nurse visits to relieve the pressure on the doctors. Dr. Penney explained that it was difficult for the practice to influence the provision of local care facilities and Diane Jones agreed that market forces were not always taken into consideration during planning stages. She confirmed that the CCG were trying to ensure that when future housing developments were planned, the pressures that developments such as these placed on health services provision were also recognised. District Nurse caseload had increased considerably over the years and unfortunately demand was extremely high on an already over-stretched service.

## **6. Patient Survey**

The Practice Survey had provided many compliments about the Practice but there was very limited feedback on improvements that could be made to enhance the patient experience. Constructive criticism and suggestions were always welcome.

Michele stated that she was surprised that many patients had responded that they were unaware of the provision of online ordering of prescriptions and booking of appointments. Some concerns were shared that the Patient Access system had not been very user-friendly when first launched and this had put patients off using it. Improvements had been made to the system (including the provision of an App) and additional sections had now been added to allow patients to review their allergies, vaccination and immunisation records. Ant Barraclough agreed to facilitate a training session with patients who were interested in signing up for such a scheme. Provision of information regarding the availability of Patient Access would be provided in the form of leaflets in medication bags and posters in the practice. It was also suggested to email all patients in the Practice reminding them of the availability of this facility.

Patients also seemed to be unaware that clinicians would be more than willing to discuss medical issues with patients on the telephone rather than making an appointment. Further work to be done on informing patients of this service.

## **7. Practice Website**

All present were asked to review the new website and Michele asked for feedback.

[www.weobleyandstauntonsurgeries.nhs.uk](http://www.weobleyandstauntonsurgeries.nhs.uk)

## **8. Any Other Business**

**Telephone System** – Various problems have been had with the Practice Telephone System over the last few years. A new telephone system had been procured in an attempt to provide a far better patient experience and would be installed over the coming weeks. Patients will be informed as a timetable of events becomes known.

**Reception Team** – A few comments were made that receptionists were not always obliging or accommodating. Michele agreed to address this issue with the Reception Manager.

MP

**Missed Appointments** – Options for reminders of appointments were discussed, especially at a time when doctor appointments were limited.

**Parking Problems at Weobley** – Dr. Penney explained that there had been some issues recently with regard to parking availability at Weobley. Unfortunately it is not the Practice's responsibility to provide this facility and that issues for the road side parking must fall to the Parish Council. It was agreed that additional signage advertising the availability of parking in the Village Hall car park, a short walk away from the Practice, be placed in the waiting room to act as a reminder.

**Patient Involvement Event** – Kindle Centre, 10<sup>th</sup> February 2015 from 6.00pm to 8.00 pm, organised by Healthwatch with a panel of members from WVT, CCG, etc.

## **9. Date of Next Meeting**

Monday 13<sup>th</sup> April 2015 at 7.00 pm, Staunton on Wye Surgery