

MINUTES

Title of Meeting: Patient Participation Group (PPG)

Date: 8th April 2014

Time: 2 - 4pm

Venue: Consulting Room, Avondale Health Centre

Present:	<u>Practice</u>	<u>Patients</u>
	Marie Bryan	Diana Bradley Robert Bradley Jill Atkinson Carol Smith Christine Kay

Minutes by: Marie Bryan

Item	Topic	Action By
1	<u>Apologies</u> Edmund Ainsworth Bill Woods Barbara Fielding	
2	<u>Minutes from Previous Meeting</u> Minutes not taken at previous meeting all actions put onto action plan	
3	<u>Matters Arising</u> All action points had been transferred to the Action Plan	
4	Main topic of today's meeting would be around the Patient Survey. The survey had been undertaken, as per last year, around January and patients asked to complete forms during a given week or until the required number of fully completed questionnaires had been reached. The results of the survey had been an increase on patient satisfaction levels in most areas. Problem areas are still around patients being unaware of what type of appointments the surgery offers. PPG agreed to concentrate getting the message through regarding the new online appointment booking system and pre bookable appointments. The Practice Newsletter would reflect this again but in a more prominent position. This would hopefully reduce the number of patients accessing the	

surgery when the phones switch over from Out of Hours at 8am.

It had also been agreed to add in the Friends and Family question as this will form part of the GP Contract from April 2014, although this was not compulsory at present. The F&F question had resulted in 83%, of those patients who completed questionnaires, would recommend the surgery and our services to friends and relatives. This was viewed by the PPG as a very positive result.

It had been attempted to send the survey form via our website. However the website does not allow Word documents to be sent out only PDF. As this would not allow patients to complete online and they would have to print and bring to the surgery, it was decided that this was not the most patient friendly way ascertain their views and that we would concentrate on the patients attending the surgery.

Marie would talk to the website provider in order that another solution could be found. The PPG all agreed that we also needed to reach the wider patient population.

5 PPG Action Plan

Please see separate document for updated Action Plan

6 Any Other Business

Marie advised the PPG of the new service that the Practice had initiated along with several other practices in the area. The Non English Speaking Patient Service (NESPS).

This service uses interpreters to visit the non English speaking patients in their own homes or, in the practice if they preferred it.

Patients being referred into this service were of varying languages who were unfamiliar with how the NHS and its services worked. The practice is hoping that continued work with this service will result in the patients understanding that they must attend appointments. The practice had also decided that patients would be referred on registration if it was felt that their language skills would impede them in access primary care correctly.

NESPS have produce a number of patient leaflets in languages that are most used in our practice. This may differ slightly from other practices. The Practice leaflet has also been translated into several languages.

Marie updated the PPG on the latest information regarding the rebuilding of the Health Centre. To date the rebuild is still

on the cards, however, it is likely not to be for several years. It is therefore more likely that the Health Centre will undergo a refurbishment programme in order to ring it in line with CQC requirements. We should know by late June/early July if Avondale has received the funding for this.

The Joint Patient Forum was discussed, Jo Sharples from Dalefield had attended on my behalf. The first meeting had not been well attended. Several patients who had attended had brought their own agenda of personal grievances to the meeting. It was felt that the information regarding the dates of the meetings was not enough to allow patients to attend. Marie advised that she would try to pass on this information to the PPG members as soon as it was available to her in order that members could possibly attend.

It was noted that one of the PPG members had been unable to get through on the phones on the 17th March. Marie explained about the problems of around that time with the phone systems. BT was updating some of the hardware and this had resulted in loss of telephone and internet access for whole areas in Bolton, not just GPs. Marie also advised the PPG of the upgrading being done to the IT servers, which had resulted in a loss of computers, and therefore phones as they are both connected, for several hours for one morning. The servers are now fully functional and we should have no further problems.

Members reviewed the self care guide that had been devised by the CCG. This guide was a pictorial view and advice on when and how to access the different services, from pharmacy advice to when appropriate to attend A&E. All felt that the layout was very good, and the fact that this message was being distributed,, not just in practices, pharmacies and Royal Bolton hospital, but on the side of telephone boxes, sides of buses and in the local media in the Bolton area, this could only result in the message being received by the wider population.

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Next Meeting Date
TBC