

# PERRY PARK AND KINGSDALE MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP

Minutes of meeting held on Thursday 9<sup>th</sup> October 2018 at Kingsdale Surgery

Present: Mr Simon Hammond (Chair)  
Mr Jack Foxall  
Dr P S Arora (part meeting)  
Ms Lyn Pallett – Practice Manager  
Ms Vanessa Day – Minutes

1. Apologies:

Mrs Janet Summers

2. SH opened the meeting by feeding back from the wider PPG meeting held by the Clinical Commissioning Group on the 22<sup>nd</sup> June 2017. The purpose of the meeting was for PPG patient representatives from across the CCG area to come together to identify challenges, share success stories and look at solutions to problems. There was a wide variety of Practices represented. Hall Green was a particularly large PPG representing 30,000 patients. The demographic was representative of the 50+ age group. JF felt that from experience the younger generation don't want to commit to attending meetings and telephone conferencing needed to be explored as an alternative. A physical presence at meetings should not be the only means to engage with patients. Emailing is another option to be considered.

Membership is key and SH felt that our PPG numbers were healthy, however, we need to invest in new ways of communicating. One way of doing this is via a patient leaflet. JF felt that we need to provide answers to questions such as: Why would I come along to a PPG and what's in it for me? SH felt that a physical presence in the surgery on selective mornings would be another way of encouraging more interest. JF suggested sorting by age group and this could be done by text message. If patients have email addresses these could be used as a means of communication. LP said that the Friends and Family questionnaire works very well with feedback.

Step 1: It was agreed that LP and SH would work together to produce a leaflet to encourage/stimulate membership.

Step 2 of engagement would be to explore the use of text messaging and setting up an email list for those patients who have provided them.

3. Communication with clinical staff

SH suggested PSA or another clinician attend PPG meetings. The GPs view point on the Practice and patients' perspectives are going to be different. GPs have the

advantage of seeing the bigger picture, i.e. what's happening regionally and nationally within the NHS which will be a useful contribution to meetings.

Step 3 of the process would be to encourage third party attendance, i.e. mental health providers, etc.

Step 4. Discussion took place on whether the PPG wanted to share ideas with other groups. If so, this would need to be an open ended process. LP suggested requesting a slot at a future Practice Managers meeting. JF felt that the PPG needed to establish itself first.

ACTION: It was agreed that a Terms of Reference would be produced and shared with members and GPs for discussion and feedback. This would provide clarity on the purpose of the PPG. We would also produce a succinct mission statement. SH asked that we produce a first draft ready for the next meeting.

4. Practice update. Telephone System. LP advised of the new telephone system now working in both Practices. There is a message once the call has connected at the Practice giving you a number of options on the services available. The Practice knows how many calls are received each day. On average 200 calls are received at each site on Mondays and Tuesdays. This data will help to determine the pressure points and how many staff need to be on duty each day.

Data on how many patients DNA is also available. If a patient DNAs more than 3 times they will be asked to attend a meeting with the Practice Manager.

PSA advised that on average each GP has 17 appointments per session each day. These can be: 1) Pre-bookable, 2) Book on the day, 3) Two emergency slots per GP per day and 4) Telephone advice.

SF asked that we look at how many patients want an appointment but cannot get one. LP advised that this information is not readily available and relies on reception staff collecting the information.

Extended hours. All patients have received a text message explaining the extended hours process. The Oaks Medical Practice provides extended hours up to 8pm in the evening Monday to Friday, with some appointments available on Saturdays and Sundays.

Both Perry Park and Kingsdale surgeries offer extended hours on a Monday evening up to 8pm on a Monday. It is uncertain whether funding from the CCG will be provided for this service after March 2019 when the contract expires.

5. It was agreed that meetings will be held bi-monthly after the first meeting to be held in November. SH will email members and determine their preferred day of the week to meet and feedback to LP.