

FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP COMMITTEE MEETING
MONDAY 24 NOVEMBER 2014

PRESENT:

Veronica Docherty (VD) Chair
Steve Bennett (SB) Vice Chair
Roy Baverstock (RB)
Theresa Hyde (TH)
Vic Palmer (VP)

David Linehan (DL)
Sue Hubbard (SH)
Carol Morley (CM) Practice Manager
Roger Gent (RG) GP
Wendy Brown – Minute Taker

1. APOLOGIES

VD welcomed everyone to the meeting. Apologies were received from Maureen Webb and Ganisha De Abrew.

2. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETING

Notes from the meeting on 29 September 2014 were agreed as an accurate record of the meeting.

Action Points:

- Action 3 - It was agreed that the comments boxes would be removed due to the fact that patient surveys and Friends and Family tests were now in operation.
- Action 4 - VP said that he had turned up to assist a flu clinic but on arrival there had been very few patients so he did not stay.
- Action 5 – Help with the patient survey will be brought up at the meeting again
- Action 7 – VD will speak about the autumn newsletter
- Action 8 – Appointment times and appointments running over had been discussed at a recent GP meeting. RG confirmed that Dr Hooper's timekeeping had improved. There was discussion around how patients could be kept informed about their appointment time, all agreed that it was important to try and give an update on delays.

Action 2 – CM will look at the possibility of putting this on the arrivals screen

3. THE FOMC NEWSLETTER

VD asked the team if there were any key issues they wished to be included. It was agreed that the recent Carer's Event should be included. VP would do a short paragraph on the recent YCC (Your Care Connected) meeting he had attended. TH requested a piece on patient care information. SH asked about flu immunisations and it was agreed that FOMC had time to run a further reminder for those still outstanding theirs.

VD commented that with the amount of links and documentation she sends out, it might be an idea to investigate the possibility of creating a 'dropbox' storage system to act as a central storage area for information people may wish to access, rather than keep sending out emails and filling up inboxes.

Action 3 - VD will produce a first draft of the newsletter and distribute it for comments. VD also to investigate an electronic central storage system for documents.

4. WHAT NEXT AFTER THE CARER'S EVENT

VD said that two other practices had expressed an interest in carrying on this service with FOMC. Ley Hill has invited the PPG to attend their next meeting in January. All agreed that it was a good idea to have a joint meeting.

VD said that Jane Nock had suggested that the PPG could set up a befriending group or service and run coffee mornings for patients. She also thought FOMC could put on a First Aid course for the PPG Groups. The group agreed that a first aid course would have no great benefit to the group.

RG said that there would be an increasing trend of working with other PPGs in the next 12 months and that it would be worth doing combined events.

TH was keen to promote other groups, coffee mornings, inviting reps in to give talks etc. but overall the group felt it more appropriate to act as a signposting service. DL suggested referring to the Terms of Reference for clarity on the service the PPG should be offering.

It was agreed that agenda points 5 and 6 would be switched at this point.

6. FEEDBACK FROM FOMC TO INCLUDE UPDATE ON PATIENT SURVEY AND ACE PILOT

RG had been asked to talk about the ACE pilot. He explained the two aspects of ACE Excellence, one being the holistic care across Birmingham including conditions such as diabetes, pre-diabetes, terminal care, COPD, palliative care. The second aspect that FOMC is concentrating on is unplanned admissions into hospital of the over 70s and preventing these admissions. The two district nurses will pick up discharge summaries from those who have been an unplanned admission, visit them at home and see what care can be put in place to prevent a repeat admission. Another support would be for paramedics to call the surgery when they are called out by a FOMC patient to discuss the patient's condition and care to try and prevent an admission.

VD asked if there was anything the PPG could do to help. RG said there may be some areas where they could help in the future, but suggested waiting until the New Year.

CM confirmed that 380 customer surveys had been sent out, but only 135 returned. CM had obtained a pdf version which she intended to email out to patients, thus keeping the cost down. Results must be ready for the end of March 2015 in order to be on display. After much discussion, it was agreed that CM would suggest a time for members of the PPG to come in for a couple of hours over a few days to catch patients on their way out of the building to complete a questionnaire and have a box in the foyer to post the surveys in.

CM handed out a sample of the Friends and Family Test form which officially starts in December. She also circulated a summary of comments that had been returned with some forms already given out. The form is also on the website and the practice has to submit data at the start of February 2015.

With the focus on the Friends and Family Test, the customer survey and the website, it was agreed by all that the red PPG suggestions boxes would be removed.

CM brought up the Significant Events subject, which for future meetings, will need to be a standard agenda item. She referred to a recent complaint of a patient who had accused the practice of breaching his confidentiality when his prescription was handed out to his estranged wife. CM confirmed that Reception has since been instructed not to offer out scripts to family members unless specifically requested, and a note will be put on complainant's record so that script administrator is aware of the situation and can also add a note for Reception.

CM also mentioned she had received a complaint about the website being too 'busy', too confusing with too much information. She had apologised to the patient and explained that it is a third party site. She has made the comment to the website provider.

Action 6 – CM to suggest dates for members to assist with the customer survey task

5. PATIENTS' SUPPORT REGISTER AND DISPLAY

TH handed out to members copies of the support register of local support groups that she had created. She asked if anyone had any information regarding useful services on offer over the Christmas period to pass on to her so that the register can be updated. She also stated that she is interested in compiling a similar register in the New Year for young people and would welcome any help if anyone is interested in assisting. VD said the Maureen was very interested in this area of work and was keen to promote further action. TH should liaise with MW

RG suggested TH could do similar information boards in the waiting rooms at FOMC, changing subjects on a rolling basis.

7. JOINT PPG MEETING WITH TUDOR AND LEY HILL SURGERIES

VD said that the surgeries were keen to have joint meetings of all three surgeries and this will be looked at in January. It was agreed that perhaps only a couple of members should attend due to numbers.

8. FEEDBACK FROM CCG PPG CHAIRS AND OTHER GROUPS ATTENDED BY MEMBERS

VP had said that he felt the CCG PPG Chairs meeting was very informative, and VD would distribute the minutes to the team.

9. ANY OTHER BUSINESS

CM informed the team that Jane Nock has resigned from the role of Practice Manager and will be spending a couple of days a week in the surgery doing Business & Finance for the next 9-12 months. CM has taken over the role of Practice Manager and the group offered their congratulations.

SB mentioned that he had noticed two appointments had been made for him on his online account. He then received a letter a few days later from the surgery with the same information. He felt that this was duplicating work, but it was explained that the letter is printed at the same time the appointments are made.

RG asked for feedback on the new practice brochure that was handed round.

The next meetings were confirmed as:

26 January 2015
23 February 2015 (pre-AGM)
30 March 2015 (AGM)

The meeting closed at 8.30pm.

ACTIONS:

Action 2 – CM will look at the possibility of putting time delays on doctors' appointments on the arrivals screen
Action 3 - VD will produce a first draft of the newsletter and distribute it for comments. VD also to investigate an electronic central storage system for documents.
Action 6 – CM to suggest dates for members to assist with the customer survey task