

Patient Participation Group

Minutes of meeting held on 4th November 2019 @ 7.30 pm

Present: Michelle Ford, Pauline Williamson, Kay Newton
Joseph Fitzgerald, (taking minutes) Peter Laws, and Sue Howe

Apologies: Dr Takhar, Denise Kennard, Stuart Masters, Kim Handel, Geoff & Julie Lay

Agenda number	Items Discussed	Action Notes
1	Apologies for absence	Noted above.
2	Minutes of last meeting. Approved as correct record.	
3	Chair/ Vice Chair positions. KN- Announced that Geoff Lay had retired as Chair. It was agreed that he had done a sterling job in the role and a note of appreciation was proposed and agreed. The group structure continues for now and we will elect a Chair and Vice Chair in early 2020. Candidates for the role are most welcome and an email notifying vacancy will be sent out.	PPG Administrator to action
4	CCG Patient Survey 2019 The Clinical Commissioning Group for East & North Hertfordshire (CCG) survey, which was examining the design and development of services, along with quality monitoring, has forwarded the Parsonage Practice results and a summary sheet for the PPG to discuss and report back actions in early 2020. A baseline of 2% response rate was required and thanks to all concerned Parsonage achieved 2.93%. Key points: <ol style="list-style-type: none"> 1. 63% were very satisfied or satisfied with this GP Practice 2. 24%+ used the extended access service in last 12 months 3. 58% were able to get same day appointment to see or speak to GP or Nurse 4. 64% had a great deal of trust in GP/Health professional seen. 5. Themes on friendly, helpful staff & what people dislike such as lack of access to Drs and waiting for an appointment. A lengthy discussion followed and it was felt that not enough information was in the CCG summary sheet and that the one copy of collated individual patient responses was not an easy document to dive into and easily produce a set of actions in the context of this PPG meeting. PL -suggested we create a matrix of some of the key responses so that we could produce a better overall picture and perhaps pick up on any issues not covered in the CCG summary sheet. MF- to cross check with CCG to circulate the full responses with the PPG.	PPG to arrange a special one-off meeting and summarise action plan on key issues. (Meeting now scheduled for 19.11.19 at 6pm) No response received from CCG – generic survey questions sent to PPG & meeting set for 19.11.19 to review responses.

	<p>To sum up:</p> <p>During Jan 2020 The Practice and the PPG will produce a 'You Said, We Did' report & forward this to the CCG & share this with patients too.</p>	<p>Date to be arranged so results available early 2020 - MF.</p>
<p>5</p>	<p>DNA Figures / PPG involvement to reduce figures</p> <p>MF- Reported on work done to raise the awareness on the number of missed appointments and highlighted an instance on that day of 3 appointments; made in the am and then no show. The numbers are stubbornly high- Sept. 89, 15 hrs lost and Oct .101 with 17 hrs lost.</p> <p>Numerous actions, which were discussed at the last meeting were already implemented.</p> <ul style="list-style-type: none"> • Changes on the website emphasising the 4 ways to cancel an appointment that can't be kept. • Increased emphasis on patients to update their contact details so where appropriate, reminders are sent. • Information is clearly displayed on waiting area screen on DNA & cancelling. • Sophie (Reception Manager) has reviewed and updated the Patient registration pack, patients given DNA policy and tick to say it was read, it appears also on the website registration documents. • A pop-up box now appears on the main homepage when opened which reminds patient visitors to the website to cancel appointments they can't keep. (It is temporarily replaced currently with Surgery closed dates) <p>JF- Wished to express his gratitude to Admin staff for the amount of time and effort that went into making those recent changes.</p> <p>MF – Stated that it was also important for patients to cancel as soon as they know, as cancelling very late does not allow the slot to be offered to someone else, also if patients are more than 10 minutes late for appointment, they may be asked to re book at the clinicians' discretion.</p> <p>PL- Asked if the PPG could get an idea of the ratio of appointments available in the month to the amount missed.</p> <p>Next Steps:</p> <p>There was a general discussion on what further steps could be taken.</p> <p>The offer of PPG member to come in and assist patients with using SystmOnline for appointments is pending room availability and time.</p> <p>Patients to be reminded if they have left their contact number rather than update details, more emphasis on the mobile number where a reminder could be sent.</p> <p>There is no majority in PPG, in the previously discussed action, to send out a letter about DNA from the PPG. The alternative suggestion was to include DNA as topic in a general newsletter from the PPG.</p> <p>JF. Presented a draft outline- template Newsletter with information about the PPG, Patient survey and DNA etc. Discussion followed and it was agreed to pursue this idea. The Newsletter would be ready by end of November and circulated to PPG members, those patients registered to receive communications from the Parsonage Practice and copies in print available at reception. There was also a link to Parsonage Residents association which could be used. DNA could be a regular feature if it was decided to continue with future issues of this communication method.</p>	<p>JF/& Admin</p> <p>Reminder has been added to patient check in screen – asking patients if they have updated their contact details recently.</p> <p>JF - Edit PL- Sub Edit. & Admin. Cross check for accuracy etc</p>
<p>6</p>	<p>Staffing Update</p> <p>Jan Chalk joined the team early November in the role of Medical Secretary / PPG Administrator, Jan has previously worked at another local surgery as Receptionist.</p>	

	<p>Sue Gill will be joining the Reception Team, having previously worked as a HCA / Receptionist for Family Planning / Sexual Health.</p> <p>Jodie Johnson will be joining beginning of December in role of Practice Nurse. Jodie has previously worked as Clinical Nurse Specialist – Breast Care at St Margaret’s Hospital.</p> <p>Congratulations to Zoe Mutimer, who started with us in 2018 as a reception / admin apprentice. Zoe has now passed her apprenticeship & is now a permanent member of the reception team. Zoe has fitted in well, been a great team player & become confident in speaking with patients / assisting with queries.</p>	
7	<p>Meetings 2020</p> <p>It was agreed that PPG would change meeting days to Wednesdays & starting earlier at 7pm –8.30 this would enable Dr Jagjit Takhar to attend more often as he does not currently work here on Mondays.</p>	<p>2020 dates have been added to website & tv screen in waiting area & will be circulated via PPG email account.</p>
8	<p>AOB</p> <p>Co-Location of Surgeries.</p> <p>JF- referred to local and online news reports that South St were holding sessions for patients re the premises and advocating the move.</p> <p>MF - Said that several other occupiers of The Kitwood Unit had vacated, there is nothing to add at the moment but she & Dr Takhar continue to liaise with the CCG & Council and all matters are still under discussion.</p> <p>MF- Reported on a recent event.’ The Look Good Feel Better’ charity was introduced to the UK in 1994. With a team of dedicated volunteers, they offer unique programmes of free skincare and make-up and aim to help women & men combat the visible signs of cancer treatment. Equipped with an army of expert volunteers, the charity launched not only their first workshop at Rivers Hospital, but their 100th workshop in the UK.</p> <p>Come & try a free Men’s ‘Skin Fitness’ workshop or a free women’s ‘Pampering Therapy’ session, more information can be viewed via https://www.lookgoodfeelbetter.co.uk/support-advice/group-session/</p> <p>Meeting ended 9.20 pm</p>	
9	<p>Next meeting: <u>Wednesday 5th Feb 2020 @ 7.00pm</u></p>	