

# Hugglescote Surgery

## PATIENT PARTICIPATION GROUP MEETING Minutes

**Date:** Wednesday 12<sup>th</sup> April 2017

**Time:** 1pm

**Venue:** Meeting Room

**Attendees:**

Bob White, Joy White, Peter Lacey, Alan Dowell, Alan Ryder,

**For the practice:**

Keleigh Atkin

**Apologies:**

Mick Bates, Sue Gillespie, Sheila Forgham, Rosie Ryder

| Item | Issue   | Action   | Owner                              |
|------|---|--|------------------------------------|
| 1.   | Introductions – none required   |  |                                    |
| 2.   | Minutes of last meeting <ul style="list-style-type: none"> <li>• Calling system still not working properly re date and time – situation ongoing</li> <li>• Agreed to continue to try and get the Befriending Service to come and speak to the group – will continue to try to contact</li> <li>• Awaiting to hear if we can use SMS to gain Friends and Family feedback</li> <li>• Access to the practice – agreed to discuss with Terri Eynon after the General election, and plans for extending practice rather than a new surgery</li> <li>• Hospice Hope – to contact with new meeting date</li> </ul> | Contact Befriending service<br><br>Chase<br><br>Contact Terri Eynon<br>Invite to mtg | KA<br><br>KA<br><br>KA<br>KA<br>KA |
| 3.   | Friends and Family Test - discussed   |  |                                    |
| 4.   | Action Plan Update – the action plan was discussed. Next available GP appointment data discussed. To be reviewed again at the next meeting  | Update data  | KA                                 |
| 5.   | Patient Questionnaire results & next year's action plan – discussed results of the last survey, agreed to change for this year. Further discussion required at next meeting on how and who will be involved   | Carry forward to next mtg  | KA                                 |
| 6.   | WL CCG PPG Network – next meeting 13/04/2017, BW unable to attend   |  |                                    |
| 7.   | NWL Federation PPG - next meeting 24/04/2017.   |  |                                    |

|     |  |  |                                |
|-----|--|--|--------------------------------|
| 8.  | <b>Practice News</b> <ul style="list-style-type: none"> <li>• CQC Rating – discussed and reports in waiting room suggested</li> <li>• St Mary's Court Pilot – update given</li> <li>• Apprentice recruitment – one in post, another to be recruited</li> <li>• Memory+ service – BW and JW to join me in setting this up</li> <li>• Walking for Health – a patient has offered to set this up at this practice, all agreed to proceed</li> <li>• Height, weight and BP machine – discussed, general view was not to have this in the waiting room</li> <li>• GP sessions – recruitment still underway</li> </ul> | Copies in waiting room<br><br>Recruit apprentice<br>Arrange mtg<br><br>Contact patient<br><br>Recruit GP | KA<br><br>KA<br>KA<br>KA<br>KA |
| 9.  | <b>Patient Question Time</b> <ul style="list-style-type: none"> <li>• Details of Stakeholder meeting shared by BW</li> <li>• Discuss land next to practice</li> <li>• Ask Lauren Otter re community transport data</li> <li>• Prescriptions – long discussion about current situation, agreed to review for next meeting <ul style="list-style-type: none"> <li>○ Length of time taken to process</li> <li>○ Reconciliation of medication</li> <li>○ Discontinued drugs</li> <li>○ Medication error</li> </ul> </li> </ul>   | Make enquiries<br><br>Contact Lauren<br><br>Review procedures  | KA<br>BW<br>KA                 |
| 10. | Any other business – none received   |  |                                |
| 11. | Date and time of next meeting: Thursday 15 <sup>th</sup> June 2017, 1pm  |  |                                |

## Appendix 1 – Friends and Family Data

| Month  | Total Count | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know |
|--------|-------------|------------------|--------|-----------------------------|----------|--------------------|------------|
| Jan-15 | 22          | 14               | 5      | 1                           | 1        | 0                  | 1          |
| Feb-15 | 70          | 33               | 34     | 2                           | 0        | 1                  | 0          |
| Apr-15 | 57          | 44               | 7      | 2                           | 2        | 1                  | 1          |
| May-15 | 4           | 1                | 2      | 1                           | 0        | 0                  | 0          |
| Jun-15 | 49          | 22               | 15     | 3                           | 8        | 0                  | 1          |
| Jul-15 | 9           | 6                | 1      | 1                           | 0        | 1                  | 0          |
| Sep-15 | 34          | 24               | 3      | 1                           | 4        | 1                  | 1          |
| Oct-15 | 15          | 7                | 7      | 1                           | 0        | 0                  | 0          |
| Nov-15 | 1           | 1                | 0      | 0                           | 0        | 0                  | 0          |
| Jan-16 | 7           | 7                | 0      | 0                           | 0        | 0                  | 0          |
| Feb-16 | 52          | 35               | 10     | 1                           | 5        | 1                  | 0          |
| Mar-16 | 34          | 19               | 7      | 2                           | 4        | 1                  | 1          |
| Apr-16 | 5           | 4                | 1      | 0                           | 0        | 0                  | 0          |
| May-16 | 1           | 1                | 0      | 0                           | 0        | 0                  | 0          |
| Jun-16 | 25          | 17               | 5      | 3                           | 0        | 0                  | 0          |
| Jul-16 | 41          | 29               | 8      | 1                           | 1        | 2                  | 0          |
| Sep-16 | 15          | 9                | 4      | 0                           | 0        | 0                  | 2          |
| Oct-16 | 11          | 9                | 2      | 0                           | 0        | 0                  | 0          |
| Nov-16 | 6           | 3                | 3      | 0                           | 0        | 0                  | 0          |
| Dec-16 | 7           | 5                | 2      | 0                           | 0        | 0                  | 0          |
| Jan-17 | 3           | 3                | 0      | 0                           | 0        | 0                  | 0          |

## Appendix 2 – Patient Survey Results, October 2016

|                        | Accessing appointment |     | Arriving and checking-in |     | Information |     | Waiting   |     | Consultation and next steps |     |
|------------------------|-----------------------|-----|--------------------------|-----|-------------|-----|-----------|-----|-----------------------------|-----|
| Respect                | 21                    | 36% | 17                       | 29% | 17          | 29% | 11        | 19% | 17                          | 29% |
| Pleased                | 14                    | 24% | 24                       | 41% | 21          | 36% | 30        | 51% | 16                          | 27% |
| Valued                 | 3                     | 5%  | 5                        | 8%  | 6           | 10% | 4         | 7%  | 5                           | 8%  |
| Cared for              | 12                    | 20% | 10                       | 17% | 9           | 15% | 8         | 14% | 14                          | 24% |
| Involved               | 1                     | 2%  | 2                        | 3%  | 5           | 8%  | 1         | 2%  | 4                           | 7%  |
| Not listened to        |                       | 0%  |                          | 0%  |             | 0%  |           | 0%  |                             | 0%  |
| Hurried                | 1                     | 2%  |                          | 0%  | 1           | 2%  |           | 0%  | 1                           | 2%  |
| Frustrated             | 6                     | 10% |                          | 0%  |             | 0%  | 4         | 7%  | 1                           | 2%  |
| Anxious                |                       | 0%  |                          | 0%  |             | 0%  | 1         | 2%  |                             | 0%  |
| No response            | 1                     | 2%  | 1                        | 2%  |             | 0%  |           | 0%  | 1                           | 2%  |
| <b>TOTAL RESPONSES</b> | <b>59</b>             |     | <b>59</b>                |     | <b>59</b>   |     | <b>59</b> |     | <b>59</b>                   |     |

