

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Wednesday 21st February 2017

Time: 1pm

Venue: Meeting Room

Attendees:

Alan Ryder, Rosie Ryder, Alan Dowell, Bob White, Joy White, Maine Clifford, Katharina O’Keefe, Sheila Forgham

For the practice:

Keleigh Atkin, Dominic Purnall (Nurse Manager/Advanced Nurse Practitioner)

Apologies:

Item	Issue	Action	Owner
1.	Introductions – everyone around the table introduced themselves as there were a few new faces		
2.	Minutes of last meeting <ul style="list-style-type: none">• Calling system still not working properly re date and time• Confirmed that we would not be affiliating with the National Association for Patient Participation based on Bob’s enquiries with other PPGs that are affiliated• Agreed to continue to try and get the Befriending Service to come and speak to the group		KA KA
3.	Friends and Family Test – results from Jan-15 to Jan 17 were discussed these are attached to the minutes (Appendix 1). It was agreed that KA should confirm if we can use SMS to request feedback as these were the months that yielded the greatest response. The reason the practice had stopped using this method was that guidance had been received that this was not an appropriate method however this may have changed as other practices are using text messaging		KA
4.	Action Plan Update – the action plan was discussed. Details of the next available appointment with any GP are to be discussed at the next meeting. It was agreed to discuss concerns around access to the practice with Terri Eynon		KA
5.	Patient Questionnaire results & next year’s action plan – results are attached to these minutes (see Appendix 2) and will be discussed at the next meeting		
6.	Practice Vision – an update was given		

7.	<p>WL CCG PPG Network</p> <ul style="list-style-type: none"> Practice Pharmacists – a bid had been submitted to get funding for practices in this area to employ practice pharmacists to help with prescribing areas like medication reviews and discharge reconciliations SystemOne – nearly all practices in the locality and across West Leicestershire CCG use the same clinical system called SystemOne, which is really helpful if the area wants to move forward with sharing information, for example for care of patients out of hours 		
8.	<p>NWL Federation PPG</p> <ul style="list-style-type: none"> Bob still attends this group on behalf of our PPG. He feels that this meeting has now become more useful since it started Hospice Hope, Ibstock – invite to the next meeting and add information to our next newsletter Next NWL Federation meeting 16/03/2017 		KA
9.	<p>Practice News</p> <ul style="list-style-type: none"> Dom Purnell – gave an outline of his role CQC visit – very positive feedback, awaiting report and ratings St Mary's Court Pilot – explanation given of proposed pilot to create capacity in hospitals for patients not ready to go home but well enough not to be in hospital Urgent Care bid – update on changes to OOH service Patient Education events – update given on diabetes events that will be held in practices after a locality event was recently put on Memory+ service – update given, they will hold an event at the practice for the carers and friends of patients with Dementia 		
10.	<p>Patient Question Time</p> <ul style="list-style-type: none"> Details of Stakeholder meeting shared by Bob 		
11.	<p>Any other business – none received</p>		
12.	<p>Date and time of next meeting: Wednesday 12th April 2017, 1pm</p>		

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%
TOTAL RESPONSES	59		59		59		59		59	

