

Patient Participation Group meeting on 16th May 2012

7 members of the group were present, Fran Duggan represented the surgery.

- **Feedback from PPG report**

The feedback from the report to the PCT had been positive and the PCT felt that the surgery and the PPG had thought hard about the issues and their responses.

- **Items arising from last meeting;**

- 1. Promoting the PPG and student representation**

There was discussion about what information we wanted to display and how we could encourage patients to join the PPG. 2 members of the group offered to draft some information to display on the notice boards in the surgery. We will try to put this up within the next month. There was a further discussion about how we can encourage students to become involved in the PPG. The group felt that we needed to advertise in the halls of residence and in the Students Union but that it might also be helpful to see if participation could be encouraged through the university's volunteering programmes or even through some relevant courses. The group discussed advertising at Fresher's events but felt that students might have different priorities at this time. The surgery was encouraged to think about other opportunities to advertise the PPG, for example at the upcoming Mental Health awareness day next week. There was also some discussion about the Vice Chancellor's Square Mile project and whether it would be possible to link in with this in some way. The feedback from the PPG conference attended by one member of the group indicated that this seems to be a general problem and 18-30 year olds may be less likely to be involved in volunteering activities such as this. However experience within the group suggested that they may be involved in other volunteering activities which may be work related.

- 2. Information about missed appointments**

The staff at the surgery had been surprised at the level of DNAs. There was a general discussion about why people might miss appointments and the ways that we might encourage greater awareness of the impact of this on the working of the surgery and availability of appointments. It was agreed that we would not only put up the number of appointments missed every month but find a way to indicate the impact of this e.g "this is equal to one GP working for half the week."

We will continue to collate the information about missed appointments and see whether text reminders are having an impact on this. It was noted that there has been a national problem with the texting service. The group asked that when the next DNA statistics are presented the time lost was expressed in hours and minutes rather than just minutes. The percentage of missed appointments compared to appointments offered was felt to be a useful means of monitoring the impact of any action.

3. Communicating with patients

The surgery has texted all of the patients informing them that we will be sending reminders about appointments and asking them to contact us if they do not wish to receive information by text. This has subsequently enabled us to start to use the text messaging service more fully. The surgery has also made a QR code available to facilitate access to the website by patients with SMART phones.

4. Appearance of the surgery(notice boards, art work, waiting rooms, leaflets, books and magazines

The artist who is undertaking the work on the mural for the children's area came to speak to the group to explain his ideas. He has been working with children in a local school and had asked them to provide images which reflect the city, it's people, health and healthy eating. Members of the group or children were encouraged to provide images to be included in the mural. They should ideally be A4 size and be able to be copied for use in the mural. All art work should be left at reception by 25.5.12 and it will be collected from there.

Please note *A useful meeting was held with LiftCo the following day in which they agreed that they are happy for art work to be put on the walls as long as prior consent from the company has been obtained and the contractors fit the art work so that no damage is inadvertently caused to the building.*

5. Staff feed back

The PPG had asked for the views of the staff on working at the surgery. The staff generally wanted to help patients, make a positive difference and particularly help to resolve difficult or upsetting situations. They sometimes found it difficult if they were being asked to do something that they were not able to do either because the service or appointments were not available or the surgery protocol prevented them from fulfilling the patient's request. They could at times feel undermined if a doctor or a manager was able to give the patient what they requested as they were able to "over ride" the system. They were concerned that patients would then feel that they had been being unhelpful.

6. Letter from the PPG to the PCT about alternative therapist's use of the building

No draft letter was available at the moment.

- **More detailed analysis of questionnaire, looking at phone system, appointment system and continuity of care.**

The reception manager is currently looking at appointment availability during the last month and the mix of appointments in terms of pre-booked appointments and immediate access appointments. The surgery will make this information available for the next meeting.

The surgery is aware that there have been problems with the phone system which we hope have now been resolved. The phone call queuing system is appreciated by some people but not by others. The waiting time on the phone is also influenced by staff shortages, which has been the case recently in reception.

It was agreed that we are unlikely to be able to look at telephone access or continuity of care issues in more detail without organising further “mini-surveys”. The surgery will try and look at this before the next meeting.

- **Feedback from the patient participation conference**

One member of the group had attended this conference. There was a lot of detailed information to feedback from this and it was agreed that it would be helpful for this to be circulated with the minutes.

Some PPGs are completely patient lead and organised. The surgery would be very supportive of the group if they wanted to take on the running of the PPG and would be happy to provide input in whatever way was felt to be most useful.

- **News about the surgery**

The surgery is hoping to take on a health care assistant to help with the work that the nurses undertake.

Some of the doctors have reduced their hours or are leaving and so 2 new doctors have been appointed. One has already started work and the other will be starting in the next few weeks.

Date of next meeting: July 11th at 6.15pm