

Minutes of the Patient Participation Group Wednesday 18th February 2015

Minutes of the last meeting

The minutes of the last meeting were accepted.

Matters arising

Karen had hoped to bring her young person questionnaire but was delayed and sent her apologies. This will be circulated to the group tomorrow.

Feedback from those who attended the area PPG meeting Caroline gave verbal feedback and Lesley had left written feedback as she was unable to attend the meeting

PPG priorities for 2014-2015

1. Telephone system The group outlined some of the problems either they or others have experienced. The practice outlined what had been done to try and solve the problems with the IT , the telephone/ clinical system interface. Some were still finding a problem with selecting '0' to go straight to reception. The latest statistics showed that people were using the system in the out of hours period even at 11.00 pm to make, check or cancel appointments.
2. DNA rates the practice DNA (did not attend rate) has dropped but to what extent this is due to the different ways patients can cancel their appointment by patient partner automated telephone system, by email or because the staff are ringing all 20 minute appointments The suggestion from the group of a positive poster has been implemented
3. Patient education- the group has been involved in deciding what messages to concentrate on in displays and what leaflets to use within the practice in order to get across the messages. Currently the Shingles, flu and pneumonia vaccination displays need changing and it was agreed that a board on the role and achievements of the group would be a good idea and one on what changes had been made and why.
4. Increasing patient engagement .Karen is planning to visit baby clinic and family planning to engage young people in conversation about the practice and their views on services accessibility etc. It was agreed that before the next meeting there would be a campaign to recruit more members handing out flyers in reception as well as asking clinicians to give out invitations.

Questions for clinicians-Antibiotics

Veronica raised the issue of the current campaign to cut antibiotic prescribing which hit the newspapers and other media outlets today . Dr Crofts Barnes answered the questions raised and outlined how the medicines management team at the CCG monitor prescribing and compare it with

national, city and area trends to identify practices that differ from these trends and together with the practice look for possible reasons.

The giving of delayed prescriptions was explained. Sometimes doctors will leave a prescription at reception dated in a couple of days and ask the patient to collect it if they are not feeling better in a couple of days.

Feedback from patients – the friends and Family test (FFT)

All the comments from the January responses were looked at by the group. There were only 2 who had experienced problems one in seeing the GP of their choice in a reasonable time and one who stated that they were not always happy and had returned to see another GP and been referred.

<p style="text-align: center;">FFT feedback January</p> <p style="text-align: center;">How likely are you to recommend our service to friends and family if they need similar care or treatment</p>				
Extremely likely	likely	Neither likely or unlikely	Unlikely	Extremely unlikely
20	12	1	1	0

Health and Social Care

There was a discussion about A&E waiting times, problems with moving patients onwards to the wards and social care packages on discharge. The Practice Manager told the group about the ways in which the area was now working together in a care delivery group. Nottingham having been divided into a number of care delivery groups with health and social care working more closely together, with care coordinators to co-ordinate services.

Education, Students community education provider networks

There were a number of questions about students and learners within the practice. Feedback from the group was very positive and some had experienced taking part in the community follow up project where a pair of students follow a patient’s journey over a 13 month period or had been to see their GP and agreed to let a student either sit in or have an initial consultation with them before they saw the GP.

The practice usually has a Foundation doctor and 3 GP Registrars working within the practice. The group as a whole were positive about their experience of GP learners and felt that it was good for the practice and gave more choice.

The next meeting will be on Wednesday April 8th at 2.30-4.00pm