

Patient Participation Group (PPG)

15 January 2019 1.00pm

Saddleworth Medical Practice

MINUTES

Present

Ian Brocklehurst
Joan Darke
Royce Franklin
Val Gilroy
Debra Green
Victoria Howard
David Makin
Eamon O'Daly
Christine Wilson

Chair

Minutes

Section 1, 6.4, 9.2, 9.3 only

Apologies

Joyce Brown
Gillian Clarke
Rod Lawson
Alma McInnes
Alice Rea

ACTION

1. Welcome

The group wishes Joyce Brown a speedy recovery and convey their best wishes.

David Clark is with regret retracting his application to become a member of the PPG due to health problems.

2. Matters arising

2.1 Minutes of the previous meeting (11 September 2019)

The minutes of the previous meeting were accepted as a true record.

2.2 Consistency of messages given to patients from practice

Concerns were raised at the previous meeting about the consistency of messages given to patients from the practice regarding wait times. E.g. patient told by GP to return next week, reception says no appointment for two weeks. The Practice agreed consistency is needed and has discussed the importance of it with staff. Wait times are being regularly shared with all staff (using the organisational notes on the clinical system)

2.3 Annual General Meeting (AGM)

The group was asked to consider:

- Do they wish to continue holding an AGM?
- if yes, would they like to change the format?

2.4 Update from practice

The most recently appointed doctors names are:

- Dr Ali Azhar
- Dr Mary Cheshire
- Dr Samuel Thistleton

3. Progress Report 2018

3.1 Approval of the 2018 Report

The group reviewed the latest draft of the report and agreed the following amendments:

- Rename document Annual Report
- Add an introduction
- Add PPG members names
- Add PPG achievements as first section
- Remove example of NAPP report from appendix

- Add Saddleworth and Lees District Community Development Officer and Age UK Promoting Independent People Officers contact details

Action Amend Progress Report 2018 draft and send to PPG Chair for final approval

Victoria Howard
22 January 2019

3.2 Distribution of 2018 Report

Action Share the final version of PPG annual Report 2018 with contacts he feels are appropriate.

Royce Franklin
1 March 2019

Action Share the final version of PPG annual Report 2018 with the National Association of Patient Participation

Ian Brocklehurst
1 March 2019

Action Post the final version of PPG annual Report 2018 on the Practice Website

Victoria Howard
1 March 2019

3.3 2019 Report

The group aims to produce a further annual report in 2019. Items will be compiled throughout the year and a report will be drafted at year end for the groups approval.

4. PPG in 2019

4.1 Priorities for 2019

The group agreed access will remain a priority for 2019. In advance of each meeting group members will be asked if their or any items they would like adding to the agenda. At least one week prior to the meeting the chair will meet with the practice to finalise the agenda items.

4.2 2019 meeting

Group agreed to meet quarterly on Tuesday at 1pm. The 2019 dates are 9 April 2019, 9 July 2019, 8 October 2019.

5. National Association of Patient Participation (NAPP)

5.1 Report November 2019



NAPP Report Nov18
Dec18.docx

The November NAPP report was presented to the group. It was noted that PPG awareness week will take place on the 10-15 June 2019. The group suggested learning from the Bright Ideas Award to a practice which reduced DNA's using behavioural psychology strategies may be of value.

5.2 Feedback for previous NAPP reports

The group revisited the comment that the PPG group is not the arena to debate the issue of hospital clinicians being asked to write in plain English to patients and agreed that this a secondary care issue and outside their remit.

It was reiterated that NHS website is no longer called NHS Choices, but the web address is unchanged i.e. www.nhs.uk.

6. Practice Update - Access

6.1 7 day access

Additional appointments are available with the 7 day service to assist winter pressures. For more information visit about the [7 day service](#) visit the providers website.

6.2 Active signposting

All reception staff will be attending active signposting training in February 2019. Active signposting aims to provide patients with a first point of contact which directs them to the most appropriate source of help. For more information visit [Thornfields](#) the training providers website

6.3 First contact physiotherapy pilot

The First contact physiotherapy pilot will allow patients to be seen at the practice by a physiotherapist without seeing the doctor first. The pilot will commence at the end of January 2019

6.4 Online appointment booking

The number of patients signed up to online appointment booking is growing. This service is available through Patient Access, the group were encouraged to sign up to the service and become advocates of it. To sign up visit the [Patient Access](#) website.

6.5 Online consultation pilot

The practice has volunteered to pilot online consultations. This is likely to take the form of a web / app based active signposting rather than a video consultation. For more information NHS England [GP online consultation](#) systems fund.

6.6 Open access GP sessions

Over the Christmas period the practice trialled on the day bookable GP appointments. The practice plans to extend this trial to a pilot. On the day bookable GP appointments will be available in the morning, afternoon session will remain bookable in advance..

6.7 Patient feedback

The key theme in patient feedback continue to be improving access to GP appointments and access to the practice via telephone. The chair has received a detailed feedback from a patient which the practice has been offered to respond to.

Action Respond to patient feedback sent to Chair Jan 2019

Victoria Howard
15 February 2019

7. Patient Communication

7.1 Factsheets

Potential topics for the next PPG factsheet were discussed.

Suggestions included:

- Patient Access service
- NHS screening programmes

Action Circulate a draft of next PPG factsheet

Victoria Howard
15 March 2019

8. Saddleworth Carers Group Update

The tenth annual Christmas lunch was well attended. Thirty members of the group went on a trip to the pantomime at Oldham coliseum this month. The group's membership is growing, at present the group is run at no cost to members.

9. Any other business

9.1 Practice links with local pharmacy

The merits of strengthening the PPG links with local pharmacies were highlighted. Suggestions to improve links included:

- Inviting to open PPG events or to a slot at a PPG meeting
- Sharing PPG factsheets and PPG annual report

9.2 Super-clusters

The subject of super-clusters was raised. There are no imminent plans to change the current structure of clusters in the Oldham area known to the group. It was noted the Oldham East the cluster Saddleworth is part of is the largest cluster in Oldham.

9.3 Transfer and sharing of patient medical records

Concerns were raised about the transfer of medical record and the transfer of data to hospital when a patient is referred. The practice reassured the group that robust processes are in place. The practice has process in place to look into any specific concern / incidents this would of course done confidentially outside the forum of the PPG meeting but any learning would be feedback if appropriate.

9.4 Influenza vaccine campaign 2019

The group discussed the problems patient attending open session experienced i.e. long waits or being turned away. It was acknowledged that the 2018 Influenza vaccine campaign raised additional challenges due to the introduction of different vaccine for different at-risk groups and national issues in the supply chain.

It was suggested the practice considered staggering session inviting patients by Initial of surname.

The practice revisit its strategies each year and for 2019 is considering:

- Bookable appointments
- Saturday sessions

It was agreed the PPG will be kept to up-to-date of plans for the 2019 campaign.

9.5 Prescribing a Carer

A prescribe a carer scheme was mentioned. The scheme is not currently known to the practice. PPG member may bring further information at a later date.

10. Date of next meeting

9 April 2019