

MINUTES OF PATIENT PARTICIPATION GROUP SESSION

HELD ON WEDNESDAY 26 JUNE 2013

Present: Patients x 6
Dan Durnin, Involve North East
Dr N M Nabi, Partner
Brian Doyle, Practice Manager
Janet Carmichael, Assistant Practice Manager

Apologies: Patient x 1

1. INVOLVE NORTH EAST

Involve North East is an independent charity that works that works with patients, communities and harder to reach groups to help design services. Dan Durnin, who works for Involve North East, was introduced to the Group. They have a contract with the CCG to support the patient forum and patient participation groups. The aim is to get PPGs involved with other groups/services (e.g. speak to young mothers groups and inform them about the PPG and how to get involved.)

Our representatives stated that it is unfortunate that not all surgeries are represented at the CCG patient forum. Brian said that different surgeries have other ways of involving patients than group sessions (e.g. on line). Walker Medical Group and St Anthony's want to get under-represented groups (e.g. males, young people) involved by holding events. Dan stated Youth Voice have expressed an interest in getting involved. Involve North East can help coach people what to say.

Dr Nabi said people could sit down in reception, observe clinics and give feedback.

Brian is looking at perhaps getting a poster board in the waiting room informing patients about what the PPG is. Perhaps members could get feedback from patients and use Dan's skills and knowledge to prepare themselves for this.

It was agreed

- To have session with Dan to go over any training and skills required.
- To get a poster board
- To find a convenient time to come into the waiting room
- Ask patients how they want feedback
- Dan to bring in flyers

2. APPOINTMENT SYSTEM

Brian explained the appointment system to the group and the problems we have explaining same days appointments and embargoes to the patients. GPs tend to deal with more chronic problems now and Nurse Practitioners acute.

3. WEB SITE

Brian went over the web site with the Group and asked if there was anything they would like to see. There have been some problems over prescriptions and on line appointments. When we changed our computer system patients had to come into the surgery and get another password. Most patients were not aware of this and we agree it should have been advertised more on the web site. We do not send passwords by e-mail or text to ensure the right person gets the password.

4. MAGIC

'3 Questions' sheet is still available for patients. The clinicians are learning decision aids and are still doing surveys. We are also doing GPACQ surveys at the moment.

5. BABY CLINIC

Dr Pearston and Dr Nabi do baby checks on Mondays. However, we also get a lot of requests for visits on a Monday so we propose a change to Tuesday morning, starting at 9.30 a.m. One of our attendees thought this a good idea as clinics were missed when they were on a bank holiday. The change will be communicated well in advance and put on the web site. Would like to make the change before August Bank Holiday. Child Health will need to be informed.

6. ABPM (Ambulatory Blood Pressure Monitoring)

The monitoring is done by putting a device on the wrist for 24 hours at the surgery. This means the patient does not have to go to hospital to have it fitted. Fitting the monitor here means it costs a lot less to the Health Service than a stay in hospital. This was a trial and it now has to go to a tender process which means a company will come in to the surgery and will run the service.

7. CCG

Our representatives received training on how to set up the group which is now called Acorn. Currently the meetings are monthly but will be two or three monthly.

8. AOB

Regularity of sessions – We will aim to try and hold the Patient Participation Group Sessions quarterly.

ACTION PLAN

1. Members to have a session with Dan to go over any training and skills required if interested.
2. Brian to get a poster board to advertise PPG
3. To identify a convenient time for the representatives to come into the waiting room
4. To ask patients how they want feedback
5. Dan to bring in flyers to give to patients
6. Change the Baby Clinic from Mondays to Tuesdays and advertise the change in advance.
7. To hold the Patient Participation Group Sessions quarterly.

JC