

### MINUTES OF PATIENT PARTICIPATION GROUP SESSION

HELD ON WEDNESDAY 29 MARCH 2017

**Present:** Anne Raffle  
Adrian Pomphrey  
Paul Woodward  
Dr T K Binmore  
Brian Doyle, Practice Manager  
Janet Carmichael, Assistant Practice Manager

#### 1. MINUTES OF PREVIOUS MEETING

**Contact RVS and invite to next PPG meeting** – unfortunately due to a busy schedule BD was unable to do so but will endeavour to get in touch to invite to the next meeting.

**Patient survey** – This was done and sent to the PPG members. BD stated the telephone message has now been changed and now informs patients they will be asked what the medical problem is. This message will be changed regularly. It was suggested we could ask the virtual PPG their opinions.

**YOC** – This has now started for diabetic patients.

**111 Service** – There has been some teething issues as these are telephone appointments but the 111 operators have been telling patients to come down to the surgery for a face to face appointment. Dr Binmore commented that the appointments were not well used.

#### 2. FRIENDS AND FAMILY UPDATE

Discussed results. Overall there has been 73.53% satisfaction rate. Unfortunately the rest of the country is higher at 88%.

Many issues seem to stem around being unable to get an appointment (either by a specific time constraint or to see a specific doctor).

AP wanted an explanation regarding when he was unable to make an appointment with a specific doctor for two weeks but had been given a telephone consultation. The doctor then gave him an appointment. BD explained how the telephone triage system had worked in this situation.

DNAs are an issue but the rate is coming down. We put on the text message now how to cancel appointments. We are trialling asking patients to write down the appointment time. The idea is patients tend to remember better when they do this. AR suggested the practice looks at sending the appointment time to the patient's e-diary if they have and use this.

The practice is trying to promote people making appointments on line. At the moment 10% have signed up to this and we have a target of 20% for next year.

One criticism on Friends and Family was when making a nurse appointment the patient was asked what the appointment was for. The practice is going to do a "You said – We did" poster informing patients regarding nurse appointments and that there are different time slots for different procedures.

### **3. APPOINTMENTS**

BD stated there is to be changes to the appointment system and wanted the Groups response.

Currently the Nurse Practitioner has appointments available on the day for acute minor illnesses but sometimes they see inappropriate patients (we think this is due to the patients not being able to get GP appointments) therefore the practice is looking at the Nurse Practitioner triaging their calls. Eventually the practice will be aiming towards triaging all appointments. To help the clinicians to triage the calls staff will have to ask patients what is wrong with them. The telephone message has been changed to help explain this

It was agreed that the practice must get across to patients that the receptionists will treat all information confidentially. If patients at the desk want to discuss the reasons for their appointment privately with the receptionist they can be taken into the treatment room.

There was some concern regarding triage call backs that some elderly do not like answering the phone. If the GP cannot get through to the patient it was suggested by the group that they will leave a bland message. This will cover the confidentiality issue while ensuring the patient knows the GP has returned their call.

Patients who do not have a telephone will have to wait in the interview room and wait the doctor's call.

The changes to the appointment system will be happening in the next few weeks. This is to be advertised via the website, facebook and newsletter.

#### **4. VIRTUAL PPG PROGRESS**

AB attended for this part of the meeting. We have had a better response but it is a slow burner. We need to advertise more but we do not want to bombard the group with too many questionnaires. The contact will be no more than four times a year. The PPG to consider what issues we can discuss with the virtual group.

Our facebook page is doing well.

#### **5. NHS PRACTICE HEALTH CHAMPIONS**

Discussed. BD said that there was crossover between health champions and signposting. Both are being considered and trialled within the CCG. BD said that if a patient wanted to be a health champion they could – ie a diabetic who would be happy to talk to other diabetic about the disease, their experiences and what is available in the area for them. Signposting would be directing patients around the health and social care environment. Some areas are more further forward than others (e.g. Gateshead).

#### **6. PPG AWARENESS WEEK 19 – 24 JUNE 2017**

AR stated the coffee morning hosted last year had been hard work although it did raise some money for charity. This year they would prefer to look at advertising the group rather than a coffee morning. TB suggested the practice took down all the posters (apart from contractual) and just had information up about the PPG. AR to send information regarding how to do a press release or poster.

AR said she would send the ACORN minutes when received. There is a new chair, Oliver Woods, but they only have voluntary admin support at present. There were no representatives from the CCG at the meeting.

#### **7. YOUR HOME, YOUR CHOICE**

Your Home, Your Choice is looking at what options are available for people over 55. An event day is to be held on 26.04.17 at Newcastle Civic Centre. It was suggested AB could put this on Facebook.

#### **8. AOB**

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#### **9. DATE OF NEXT MEETING**

This is to be held on Thursday 15 June at 10:30 a.m.

## **Actions**

- BD to invite RVS to meeting
- To look at sending appointments to patient's e-diary
- PPG to consider what can be discussed with virtual group
- Changes to appointment system to be advertised

JC