

Meneage Street Surgery Patient Participation Group Minutes of Meeting 21 March 2013

Patient Members: Gary Anstee, Carol Cookson, Daphne (Dee) Devenish, Nannette Eddy, Nicola Hale, Janet Humphries, Chris Luff, Julie Williams and Michael Wilson

Apologies: Rod Barnes, Anne Cantillon, Grace Hounsome, Karen Ivey, Brian Plunkett

Surgery Staff: Linda Granger *Practice Manager and Partner (LG)*

Facilitator: Linda Petzing (*Chair Stennack Surgery Patient Participation Group (LP)*)

Introductions:

The meeting was opened by Linda Petzing, the current Chair of the Stennack Surgery PPG. She explained her facilitation role in supporting the patients to help form the group and share best practices.

Linda Granger welcomed everyone to the meeting and thanked patients for their interest in attending. She looked forward to working together with the patient group to further improve the Practice and the patient experience.

Member introductions followed with their motivation for wanting to join. The underlying theme was a genuine desire to give something back for the kindness and care, they, or a relative had received from the surgery. Also to:-

- Improve their/patients understanding of how general practice works
- Help patients use more effectively, thereby enabling the surgery to operate more efficiently through benefiting from constructive feedback and improved patient awareness

What is a PPG?:

LP gave a short presentation on the benefits of PPGs for both patients and staff.

Key points:-

- Every PPG is different. There is no definitive framework. It is unique to each GP practice
- It can break down perceived misunderstandings on both sides, as well as generate mutual improvements and understanding of each others' perspectives
- In so doing, improves all-round communication
- Acts for the common good, in the interests of all
- Proactively takes the GP practice into the community
- Works best when it is a positive and constructive partnership, with open and honest dialogue in a manner showing consideration and mutual respect

Information on the Stennack Group newsletters, website, a skills audit proforma the Group use to capture patient skills, TORs and presentations were shared, followed by a short Q&A session.

PPG Structure:

After discussion it was agreed:-

- All present confirmed on-going membership and commitment to the Group
- To adopt the name of **Meneage Street Surgery Patient Participation Group**

Meneage Street Surgery Patient Participation Group Minutes of Meeting 21 March 2013

- To appoint an interim Chair, Vice Chair and Secretary at the next meeting, to ensure all other members expressing an interest in joining and not in attendance, shall have an opportunity to put their name forward for consideration
- To capture Ground Rules at the next meeting, until then Chatham House rules apply, with all present fully accepting the need for confidentiality.
- To work towards creating and subsequent future ratification of Terms of Reference
- At the request of members, LP should continue to mentor and support members/Group in these early stages of formation

ACTION:

- **ALL:** Could any member wishing to stand for Office, contact Linda Granger in confidence, or Linda Petzing, via a sealed envelope addressed to the Surgery. Nominations close at 9am on 30th April 2013. LP will contact you in early May, prior to the next meeting.
- **ALL:** Any member wishing to use their skills and time to support the Group, is invited to complete the Skills Audit form and bring to the next meeting

Questionnaire Feedback:

Linda G thanked LP and the Group for their input, implementation and feedback on the recent questionnaire. LG found the findings interesting and informative. The positive comments were appreciated by all the staff.

Positive:

- Satisfaction with opening hours
- High Family and Friends recommendation
- Cheerful and friendly staff attitude
- High levels of care

LG gave an overview of both the existing phone and appointment systems to help frame the subsequent discussion. Patients found it informative and enhanced their understanding of some of the challenges faced by the surgery. **Some stats:**

Mon 18.03.13: no calls between 08.30-09.00: **89**
average waiting time 4 mins [max 12 mins]
ie 3 people answering phone: average 1 min per min + face to face on desk
after 09.00 average wait 2secs; longest 18 secs

Feb 2013: no of calls taken by reception: **4383**
average wait time overall 175 secs ie <3mins

Outcome:

The Practice agreed to review the phone and appointment systems with patients and take action to improve privacy at reception.

Meneage Street Surgery Patient Participation Group

Minutes of Meeting 21 March 2013

The Group and Practice agreed the following Action Points:

Phone System:

- No of calls in between 8.30 and 9am for 2x1 week period-LG bring results to next meeting (not Easter weeks!) LG by 13/5/13
- Foot fall for the same 2 x 1 week for face-to-face contacts in surgery from 8.30 to 9am LG bring results to next meeting LG by 13/5/13
- Provide members with an overview of the phone system presentation, and some facts and figures for further discussion LG by 26/3/13

Appointments & GP Access:

- Provide patients with overview of surgery appointment system for further discussion
 - Investigate real time online booking/cancellation options- invaluable for FT working patients. Revisit text options at next meeting Consider logistics for offering minor surgery appointments later in the day working patients
- } LG by 13/5/13

Reception:

- Courtesy sign requesting patients to stand back to respect privacy 29/3/13
- Please ask if you would like more privacy sign 29/3/13
- Reposition items (vase) on counter to improve sense of privacy 29/3/13
- Insert inward opening hatch in solid wall around to the side of reception. Patients requesting privacy can be seen around the corner, or privacy offered by staff if they sense appropriate from patient's body language, manner and nature of conversation Obtain quotes and update group progress 13/5/13

Other aspects of the results to be considered in further meetings include:-

- Additional services in the new treatment facility. Possible options- dermatology, carpal tunnel and eye clinics.
- Reducing DNA's (did not attends) to increase number of appointments available

ACTION:

- LG to publish the following on the Surgery website and make available in Reception:-
 - Patient Questionnaire results and analysis 29/3/13
 - Minutes of this meeting and action plan 29/3/13
 - Patient overview of Surgery Appointments Systems Guidelines 29/3/13
 - Meeting presentation of surgery phone system 29/3/13
- LG in addition to above to circulate the following to all members:-
 - Skills audit-asking for any expressions of interest, for Chair, Vice Chair or secretary before 9am on 30th April 2013 29/3/13
 - Stennack Surgery Terms of Reference - for information only

Meneage Street Surgery Patient Participation Group Minutes of Meeting 21 March 2013

Date of Next Meeting

The next meeting date will be Monday 13th May 2013

It was agreed to meet at 18.30 on Mondays in future, accepting that day and time are never convenient for everybody.

LP & LG thanked members for attending.

The meeting closed at 19.50 and concluded with a tour of the high-specification Day Case surgery facilities. This was well received by members, who were enthusiastic about the new group and keen to ensure this well equipped area was used for suitable locally provided procedures in the future.

END