



PATIENT PRACTICE GROUP (PPG) MEETING

29th MARCH 2016

Present: Dr Henderson (JH), Sarah Chambers (SC), Keith Ainsworth (KA), Bill Cuthbertson (BC), Cameron Wilson (CW), Danny Williams (DW), Sheila Thomson (ST), John Kaighin, Gladys Ward (GW) and Jane Mitchell (JM).

1. Apologies

Apologies were received from Lesley Shearer, Sarah Reid and Brian Smith.

2. Approval of the previous minutes

The minutes from the previous meeting on January 25th 2015 were approved as accurate.

3. Matters arising

All matters arising from the previous minutes had been listed on the agenda.

4. Community Health in Partnership Officer – Jane Mitchell

Jane informed the group that she has been in post since November and the aim of her role is to promote and strengthen relationships between health and social care. The idea is to try and improve information sharing and use of community/voluntary sectors, which are currently underutilised. She will be working with ST at Community Renewal and hopes to involve the PPG in the work she does.

5. Community Renewal update – Sheila Thomson

An Appointments focus group was organised with patients who attended the practice regularly, PPG members and 5 members of the practice (SC, a GP, 2 receptionists and 1 administrator) to discuss the current system. Jenny gave a presentation outlining a day in the life of a GP receptionist (attached) and a general discussion about ways the current system could be improved followed. Many of the issues/concerns highlighted had already been included in the patient survey but from the meeting the following changes were agreed:

- Phlebotomy appointments to be bookable online
- Clearer signage for the reception area
- Utilise the TV screen in the waiting room better

ST suggested a PPG member who attended the Focus group could do a write up for the paper.

A second Focus group meeting around referring into secondary care and the hand over from hospital to the practice following discharge is being planned. SC will circulate the date when it has been finalised to ensure PPG member(s) can be present.

ST suggested an information event could be planned in association with six or seven voluntary organisations. The group suggested the event could focus on self care and management, advising patients of when they need to see a clinician etc. DW suggested that something for younger patients would be good, as often they don't realise they're ill. ST suggested she speak to the academy and perhaps organise an assembly or other forum to get the information to pupils.

6. Patient Survey results

SC went through the patient survey report. The following actions were agreed:

- Appointments - advertise alternatives to the GP surgery more – on the website, in the waiting room, through the staff, on social media?
- Access - Take on more receptionists to help answer telephone calls more quickly and promote Vision Online services to reduce the number of phone calls coming into the practice. The PPG will continue to audit telephone calls and will review if further input is required in this area.
- Seeing the Clinician – the receptionists will keep patients informed if the Doctor or Nurse is running late and approximately how long.
- Reception – the practice will look at altering the windows at reception.
- Surgery pod – the practice has applied for funding for a surgery pod.
- Phlebotomy appointments – the practice will look into how it may be able to provide a more holistic approach and prevent the patient from having to make another appointment for bloods to be taken.
- Visual display screen – the practice will request a quote to be discussed at the next PPG meeting.
- Other – the practice will display a map of the building in the waiting room to allow patients to find their way around more easily.

7. Mystery shopper telephone audit

One telephone audit sheet had been completed, which was positive. The appointment line was answered within 5 rings. The receptionist informed the caller that no appointments with the specific GP requested were available so offered a telephone call with that GP, which the caller was happy with.

Members were encouraged to continue auditing and to hand in forms before the next meeting.

8. Feedback from patients (PPG/SC)

- JK said he had heard from two separate patients who had struggled to know what to do on discharge from hospital. ST asked if these patients could be invited to the next focus group as this is one of the themes of the meeting.
- Two slips had been posted in the suggestion box voicing dissatisfaction at the receptionists asking them why they needed to see a GP. This was a theme that arose from the focus group. ST said that patients often see receptionists as a barrier and are defensive when asked as they think the receptionist will not give them an appointment. In reality, receptionists ask for this information so that they can give the patient an appointment with the most appropriate clinician.

9. Any other business

- DW asked if the practice had considered having a Facebook page to get information out more easily. ST said that a non-interactive page is available which the practice could use to inform patients of events, or when 'bugs' are going around when to seek medical attention. It was suggested the site be set up and only PPG members be invited to join it first, once approved by them it could then be officially launched. SC will look into this.
- GW asked if the practice offers well women checks for patients over 75. JH informed her that yes it does and she would receive an invitation from the practice.

Date and Time of Next Meeting

Tuesday 31st May 2016 at 7.30pm