

Minutes of Open Meeting re setting up a Patient Participation Group held at Praze Surgery on Thursday 1st December 2016 from 6.30pm.

Invitations were issued by email and by telephone to a list of patients who had given their expressions of interest to reception staff at Praze & Connor Downs surgeries.

Apologies received from:

Mrs E Banfield, Mrs A Tunnicliffe, Mrs V Eustice, Mrs J Care & Mrs M Laity.

Attendees:

Mrs J Thompson, Mrs S Care, Miss L Care, Mr J Nash, Mrs M Nash, Mrs A Talbot, Mrs M Tipton, Mr N Morley, Mrs C Iremonger, Mr A McLeod, Mrs E Pinto-Willis, Mr A Willis, Mrs C Sampson, Mrs A Prior, Dr Hugh Fairlie, Lisa Pitt (Dispenser) & Anne Craig (Practice Manager).

Welcome & Introduction :

AC welcomed and thanked all attendees. A short questionnaire was issued to all attendees to gather information.

AC advised the benefits of having a Patient Participation Group for the patients of Praze Surgery and for the practice team. PPGs can be face to face group meetings, virtual groups (meeting on-line) or a combination of both. The main reason for establishing a PPG is to enable the GPs and staff to better understand what we do from the patient perspective. To gain a 'Critical Friend'. Feedback enables the practice to build on and improve the services offered, to better understand patient's views and to work together for the good of the wider practice population. Feedback is recognised nationally as a way to learn and improve as well as to enable patients to get the most from the practice. We do not always tell everyone what we do when we introduce new technology or new services.

AC gave a brief overview of the Practice and the staff team:

Over 6000 registered patients, demand fuelled by closure of Cardrew Walk-In Centre and closure of lists at Phoenix Surgery for 9 months.

Staff of 22, 4 GPs, 3 Practice Nurses, 1 HCA, 1 Phlebotomist, Dispensary Team of 6, Reception Team of 6, Admin Team of 4.

Matters raised by attendees and discussed by whole group:

Practice Area – how big is the practice area? Maps were brought out to show extent of practice area.

What is a Critical Friend? Definition is someone who will give honest and open feedback

Friends & Family Feedback – where do the comments go? Why don't we publicise the feedback like they do in hospitals. Use Notice Boards – you said... we did.... As they do in local hospitals.

Publicise evening GP and Nurse clinics – attendees unaware of this service which offers 15 minute GP appointments. Evening clinics introduced many years ago and popular with patients who are unable to attend the practice due to work commitments during the daytime opening hours.

Display minutes of the PPG meetings and distribute copies – via website. ? Newsletter – how to get the most from your appointments?

Publicise the number of DNAs (Did Not Attend)/ wasted appointments, as other surgeries do.

All agreed that there should be No fund raising initially by the Patient Participation Group.

How do we get feedback from 6000+ patients? Go to schools, Nursing Homes, Residential Homes

What do we need for the committee? Questionnaire will allow volunteers to express an interest.

We need an Agenda & Workplan for the year, meet frequently at first until the group becomes established.

Patients Association website – has a short film which is very useful. Use Parish Magazines e.g. The Chronicle, Connor Downs Newsletter. Reawla newsletter to reach the wider population.

Hold PPG meetings at both sites.

Agreed Next meeting should be held at Connor Downs:

Proposed Agenda –

Anyone wanting to stand for official posts on committee

Notice Board for publicising PPG

How do we publicise group – West Briton ‘Whats on?’ section

GP & staff to attend meetings

Declaration of Confidentiality and terms of Reference – enclosed in pack for information and reading through after the meeting.

Could a presentation be given on one aspect of the practice ? e.g.– an overview of all the services we offer?

Small working group for forging ahead until PPG becomes well established.

Q&A session with Dr Fairlie re concerns raised or queries from attendees e.g. what annoys GPs?, Pharmacy Regulations for Dispensing Patients, the changing state of the NHS.

CQC Ratings discussed – how can PPG help to change these?

Meeting closed at 8.15pm.