

**Sheepcot Medical Centre
Notes on PPG Practice Meeting
18th June 2018 at 6pm**

Present

Steve Macaulay Chair
Jack Alvarez
Sharon Carter
Brenda Hall
Barbara Johnson
Dr Alan Jackson
Liz Lythaby

1. Introduction and Apologies

Stephen Hill sent his apologies as he is on holiday.

2. Matters arising

There was discussion on making the PPG more visible.

Notice boards. The notice board stands out better now and has more PPG Information on it, but it is still not easy to distinguish PPG items from the rest of the noticeboard.

Website. The Sheepcot website now contains more PPG information with a contact point on how to get more information, when the next PPG meeting is to be held and minutes of the last two meetings. There have been more tweets and website content to encourage more visits to the website generally. PPG Members' photographs will be put on the PPG web site; a start has been made already.

PPG Comments and Suggestion Box. Brenda has volunteered to help make the box more visible.

Virtual PPG Members. There have been no volunteers as yet to become virtual members so far. Liz wondered what other surgeries did to encourage virtual membership; Brenda said that looking at other surgeries suggested typically they contacted people for comment on specific issues, rather than regular agenda items.. Dr Jackson suggested telephone conferencing with PPG members. Sharon offered to assist with setting this up when a PPG meeting was coming up. It was suggested that phone calls should be scheduled on the website for a certain time and date. It was agreed in principle that it should be trialled, though all the details will have to be worked through first.

3. Practice Website

There is a new Patient Access web system for repeat prescriptions, bookings, test results and medical history etc. The site is accepting new users but there are some reported difficulties with existing users. The new Patient Access information website has received a lot of criticism and is currently in need of a lot of corrections to make it fit for purpose. Patients who are finding difficulties with the new site have been contacting the practice. However, this is often in the hands of EMIS who must take action to put right the many issues. Liz proposed that a PPG discussion on Patient Access be deferred until all the main bugs have been ironed out.

4. PPG patient survey

Doctors' Patient Survey.

There appear to have been approximately 40 or more completed paper surveys in the box by reception. These surveys have been given to the under 40's patients by the doctors. This constitutes a useful number of replies and Brenda has kindly volunteered to collate the responses.

Online Survey.

The online survey is now up and running via the website. So far, five people have taken the survey. It is being completed very quickly, in less than two minutes. Whilst the base data is useful, if this continues, it will not give much comment and qualitative information, which was hoped would be gleaned.

Survey of Baby Clinic 19th June.

Steve, Brenda and Barbara will be completing the paper surveys for the respondents and comments will be canvassed in the short time that is available before appointments.

6. PPG to publicise information on registration of Carers in Herts

The big problem is individuals failing to identify themselves as carers, then understanding what kind of help is available.

The PPG were fully behind the idea of the PPG offering information to carers in the practice, particularly at the flu clinics. Liz was going to talk to Herts Carers to identify a short Herts leaflet with the necessary information in summary form. It was felt that introducing the notion of family carers for patients was probably the best way of helping them to identify themselves as carers.

The requested talk with Paul Innes of Carers in Herts, attended by Steve and Jack, had been useful and Paul was keen to offer assistance and support.

It was suggested by Liz that we should wait to clarify what information and leaflets were available before taking action as a PPG.

7. Patients request for a toy box in each of the waiting rooms

Several patients had raised the idea of installing a toy box for children of patients in the waiting rooms. Keeping toys sterile and infection free would make this very difficult. The strict requirements of infection-control are closely monitored through CQC inspections, and this has meant that this request was not possible to implement. In future, if patient questions arose, PPG members could authoritatively convey this information to them.

10 AOB

Steve mentioned that he had read that NHS England had carried out a consultation on online GP consultations, which if it went ahead would receive funding to implement. Dr Jackson had not heard of this, but information would probably be forthcoming at the EMIS conference in September. Liz's view was that this was unlikely to take place for some time.

11. Future meetings

PPG patient meeting 23rd July 2018 at 6pm

PPG practice meeting. 3rd September 2018 at 6pm

Brenda sent her apologies in advance for the next practice meeting, as she wouldn't be available on that date. Jack said that his school commitments might mean nearer the date he would be unavailable.