

Sheepcot Medical Centre
Notes on PPG patient meeting 29 July 2019, held at 6pm

Present

Jack Alvarez (chair)
Sharon Carter
Brenda Hall
Stephen Hill
Steve Macaulay (secretary)

1. Minutes of previous meeting

Dr Jackson had asked the PPG to search out contact information that would enable Sheepcot to apply for planning permission to make clear markings for the disabled parking spaces. In addition, there was a request to find a contact responsible for the Warner Brothers studio car parking to see whether they would agree to an overflow of a number of patients' cars on their car park. Stephen Hill agreed to take this forward.

2. New PPG members recruitment

Jack felt it was imperative that we step up recruitment for new members, given the very small number in the current PPG. After discussion, he had agreement to invite someone he knew to join the PPG. Brenda will also ask someone she knew whether they would be willing to join the PPG. Any member can invite others to join the PPG. This was agreed.

The PPG noticeboard was discussed. Jack felt there was overlap in some areas and he agreed to sort this out.

3. Patient Access online patient system

There was further discussion on ways to encourage patients to join up and use the online services of Patient Access. Steve had put together some quotations of how they had found the service useful. He will resend this list to PPG members and Brenda will turn this into rolling slides for use in the waiting rooms.

It was emphasised that a previous suggestion that all medical staff give advice to patients to look at their results online. To aid this, it was suggested that a slip be prepared for the doctors and nurses to give out. Brenda agreed to take this forward.

Jack will restart waiting room visits with a view to encourage further take-up and this would also take place by other members of the PPG at the forthcoming flu clinics.

4. Public involvement meetings and how to publicise what comes out of them

Jack felt there were a lot of initiatives that were being proposed for discussion and consultation, for example on healthy lifestyle and that while the PPG members had attended many of these, it was felt that a wider audience of patients should have the opportunity to know what initiatives were being discussed. It was agreed that this be raised at the next PPG practice meeting to see whether solutions could be agreed.

There was considerable discussion on the value of a newsletter which would contain such initiatives, or perhaps a list could be made available to send such information to patients. A number of other practices were doing just this. However, there may be GDPR implications. Jack agreed to raise this with Practice management.

5. GP group consultations

Jack and Brenda attended a workshop on GP group consultations. It was felt to be particularly suitable for those with long-term conditions, such as diabetes and post stroke conditions. Whilst there is some value in this and it is clearly being encouraged by the NHS, there were questions around the level and quality of staffing required and the trained skill levels required.

6. Urgent care workshop

Brenda Hall had attended an Urgent Care workshop, where it was discussed how urgent care units would be set up locally. This will almost certainly come to pass as it is NHS policy. There are some important questions that need to be answered, for example the distance travelled, to get to a unit and how to achieve someone to contact 111 and the correct person, as opposed to going directly to A&E.

7. 2019 NHS patient survey for Sheepcot

The latest 2019 annual NHS patient survey for Sheepcot Medical centre was discussed. Overall, there was agreement that the results were good. The patient experience was reported to be best in:

- Ease of getting through to the practice
- Support from local services
- The helpfulness of the reception staff

The survey suggested areas where the patient experience could improve:

- More choice of appointments
- Medical staff better at listening
- Healthcare professionals treating patients with care and concern

Given the important role that front line reception staff played, the PPG felt the reception staff should be given particular praise for being recognised as being helpful and in one of the top three areas singled out where the patient experience is best.

8. PPG communications with other PPGs across the GP group

Jack had had communication from another PPG at another GP surgery, saying they were not ready yet to discuss the matter of further contact as they had yet to appoint a new chair. The same or similar appeared to be true of some of the other PPGs locally.

8. AOB

Brenda reported that she had a number of anonymous comments via the comments and suggestion box on reception. One concerned the location of the practice on people's satnavs. Most satnavs needed updating regularly and this had been a particular problem when the surgery first opened, but now appears on most, for example Google maps.

There was a second query and complaint about the lack availability of travel immunisations. Since this was a paid for service, it was available satisfactorily at pharmacies.

9 Next meeting

The next PPG Practice meeting will be on 2nd September

The next PPG patient meeting will be on 14th October.

Jack has said he will not be available on 14th as he has other commitments.