

Sheepcot Medical Centre

Minutes of PPG patients meeting held on 8th April 2019 at 6 pm

Attendees:

Steve Macaulay (chair)

Brenda Hall

Stephen Hill

Barbara Johnson

1. Apologies

Jack Alvarez and Sharon Carter sent their apologies.

2. Minutes of previous meeting

The minutes were accepted.

3. Matters arising

There were no additional matters arising, other than those covered elsewhere in the meeting.

4. Changes to PPG role holders

It was agreed that Steve Macaulay would step down from the role of Chair and this role would in future be undertaken by Jack Alvarez. The meeting agreed that Jack would be an excellent person to undertake this role. The Group thanked Steve for his hard work and contribution as Chair. Steve said he wished to continue to be part of the PPG and had agreed to become Secretary, with Barbara Johnson supporting him in the preparation of the minutes of the meetings.

5. Local PPG networking meeting held on 12th of March

Those who attended this networking meeting found that it was very enlightening to hear from other PPGs. The most successful ones had built a close and supportive relationship with their respective practices. There were two key issues that were raised at the meeting:

- Social prescribing
- Triaging and e-consulting

There was considerable discussion about the pros and cons of social prescribing and the PPG's role within that. There was concern about selection and expertise of those undertaking this role. Whilst the PPG felt the basic idea was fine, they felt that the responsibility for managing the process should to be undertaken by the Practice and not the PPG.

On the issue of setting up greater triaging and e-consulting, there was discussion around the subject. There was some disquiet that, if this was not set up carefully, it could affect the quality of the patient service and potentially lead to patient dissatisfaction.

On both issues, the PPG felt they needed more information and would be very willing to give feedback from the perspective of patients on the new initiatives.

Steve will approach other surgeries within the new local primary care network-see item 9-with a view to meeting with their respective PPGs. The network consists of Abbotswood Medical Centre, Vine House Health Centre, and Garston Medical Centre. It was felt that it was important to hold such meetings to discuss common issues affecting us all within the network.

6. Priorities for the PPG in 2019

The Practice wish the PPG to help promote online services-see item 7. In addition, the PPG will assist where appropriate in communicating details of the new local primary care network, though the Practice will be taking primary responsibility with the strategy and implementation.

A patient survey will be proposed, the timetable fitting in with the detailed implementation of the primary care network and possibly triaging.

The group were also mindful of the need to recruit new PPG members.

7. Increasing use of Patient Access

There was discussion on how the patients' use of online resources could be increased. A view was expressed that the biggest disincentive to greater use of the online system was the lack of available appointments online. This had been raised with the Practice before, but it remains a barrier. The meeting felt that it was useful that Steve had volunteered to interview and video patients who were using the online system to promote the benefits in a short waiting room video. Also, at the last Practice meeting it had been raised that the Practice should take some further steps in promoting its use, for example by medical staff asking patients to check test results online.

8. Local self-help health guide produced by Barbara Johnson

Barbara had produced a valuable self-help guide giving a spread of initiatives that were available locally for health self-help. It was felt that it would be useful to extend this to include addresses and websites.

9. Sheepcot to be part of a local primary care network, including plans for triaging

The plans to set up a local primary care network were at an early stage and the Group felt that would like to know more about it and its implications for patients. In particular, the details were not yet known of how this would work in practice, for example with triaging and when it would be implemented and communicated.

10. AOB

Brenda raised two comments from a patient in the comments box. The person complained that the disabled signs in the parking bays were too small and that they weren't on the tarmac. In reality this meant cars parked there when they should leave the spaces clear for the disabled Also that all the parking bays should be signed up clearly to indicate the parking was allocated for the surgery visitors only, and not for shoppers. Steve agreed to take this up with Liz and Teresa.

11. Next meeting

It was agreed that during May as many of the PPG that were available would meet with the three other PPGs within the new local primary care network. Steve would set this up.