

## **Sheepcot Medical Centre**

### **Minutes of the PPG Practice meeting held on 12th November 2018 at 6pm**

#### **Attendees**

Steve Macaulay (Chair)  
Jack Alvarez  
Brenda Hall  
Dr Alan Jackson (until 6:30 pm)  
Liz Lythaby

#### **1. Apologies**

Apologies were received from Sharon Carter, Stephen Hill, and Barbara Johnson.

#### **2. Minutes of the previous meeting**

The minutes were accepted.

#### **3. Matters arising**

##### **PPG suggestion box**

Brenda had revamped the suggestion box by Reception and it now looks a lot more professional. Whilst we are not flooded out with comments and suggestions, the boxes are there as and when patients need it and want to use it, alongside the email address.

##### **Badges**

PPG badges are now available to PPG members when they come into the Practice to speak to patients.

##### **MJOG**

The smart MJOG application is available for patients, but the PPG members were still not clear what the benefit was for them, despite receiving a memo from the Practice which sets out their use. Liz would ask Teresa to send out a further explanation which should clarify matters.

##### **EMIS patient registration**

The process has now been streamlined for patients, who can now obtain their registration details more simply via their email, as soon as their email address has been verified. This is a significant improvement and Dr Jackson thanked the PPG for suggesting it.

#### **4. Phone-in conference calls for future PPG meetings**

Steve will catch up with Teresa to move this forward.

## **5. PPG 2018 patient survey results, with written Practice response**

The results have now been posted on the Sheepcot website (at the foot of the front web page) by Teresa, prefaced by an introduction from the Practice, which acknowledges the difficulties some people have experienced in getting appointments and the Practice has put in place suggestions to help resolve this. Two items mentioned were the appointment of a part-time doctor two days a week and the availability of weekend appointments locally, not always at the Practice.

Steve asked Liz whether there were any statistics available of the take-up by Sheepcot patients of weekend appointments. Liz replied the service was well used, but no statistics were kept at Sheepcot of patients going by this means to other surgeries for weekend appointments.

There was discussion on website ratings of the Practice, where only a small number of respondents led to a star rating which could be unrepresentative of patients' views.

## **6. PPG website: possible future hosting**

Dr Jackson requested that the PPG forward the details of the two expert sources who are willing to supply, at commercial cost, a hosted website which would be linked to the Sheepcot website. The aim would be to take some of the pressure of uploading content off the Practice staff, who are fully occupied.

## **7. PPG distribution of leaflet for Carers in Herts**

So far, there has been limited distribution of the leaflet on carers because of the problems with the flu clinics, plus Jack is giving out a few whilst talking in the waiting room, mainly about online patient access.

## **8. Update and review of 2018 flu vaccination clinics**

Dr Jackson stated that the vaccination process was a lot more complicated this year, with three separate vaccinations to be given to diverse target groups. This slowed down the queues and built up their length. Also there had been significant supply problems, which were unprecedented. This led to no or insufficient vaccine being available for the over 65s on two scheduled dates. These are likely to have significant financial implications for GP Practices as the NHS has effectively set up competition between GPs and Pharmacies to offer flu vaccinations. All Practices had been affected by this; lessons need to be learnt nationally, rather than just at Sheepcot.

Steve said that the process had led to some patient dissatisfaction and disappointment, often directed at Practice staff, rather than suppliers from the NHS. Patients did not know

that Sheepcot was let down by suppliers and it had been late to take action to alert patients.

For future clinics, Steve suggested that there needs to be additional measures put in place to handle the large crowds of people involved. Liz acknowledged that frail patients should not be forced to stand up for long periods, which had happened on the first occasion. They can take up available appointments at other times and those who chose to attend could be fast-tracked, though it was recognised some people might object to this.

### **9. Local networking meeting of PPGs: an approach by Bridgwater surgeries**

Steve attended a local PPG networking meeting hosted by Bridgwater surgeries. In attendance, were two PPG representatives from Bridgwater surgeries and the chair of PPG at Manor View Busheysurgeries.

The main thrust was to give advice to the Bridgwater surgeries PPG. Steve said that there was quite a lot of overlap with the approaches taken by Manor View and Sheepcot, namely to get close enough to patients to understand their needs, as well as conduct regular annual surveys and to listen to requests for assistance from the Practice. Of interest, Manor View PPG organised subject meetings on relevant topics like dementia, diabetes and needs of carers. It was discussed and agreed that our PPG would not be sufficiently knowledgeable to source and host such events. The PPG at Manor View also published a two monthly newsletter.

Liz felt a wider list of PPG attendees who met periodically could suggest new ideas and approaches. Steve agreed to speak to Heather Aylward, local co-ordinator.

### **10. AOB**

There were no additional items.

### **11. Next meeting**

The next PPG Practice meeting will be held on 10 December 2018 at 6.00pm. Jack apologised in advance as he has a prior appointment at Mt Vernon Hospital.