

Sheepcot Medical Centre
Minutes of PPG Practice meeting 10 December 2018

In attendance

Steve Macaulay (Chair)
Brenda Hall
Sharon Carter
Liz Lythaby

1. Apologies

Apologies were received from Jack Alvarez, Stephen Hill, Barbara Johnson and Dr Jackson.

2. Minutes of previous meeting

The minutes of the previous meeting were accepted.

3. Matters arising

A local networking meeting of PPGs was mooted at the last meeting. Steve had taken this up and a local networking meeting was planned for March 12, 2019. The group thought this would be useful to get ideas from other PPGs.

4. PPG website: external hosting

Choosing an external supplier to develop and host the external PPG website had been planned for the New Year, according to Teresa. In addition to the company suggested by the PPG, Teresa was investigating two other suppliers who were linked to the Practice IT infrastructure. PPG members expressed a hope that the matter would be resolved quickly and that the PPG could get the site up and running early in 2019, as they felt this was important to help attract new PPG members and raise interest in the PPG.

5. Phone-in conference calls for future PPG meetings

Steve has now confirmed that it was possible to get an outside line from the Practice meeting room and therefore everything was ready to go for conferencing PPG meetings in the New Year. However, it was agreed that it would be better to wait until the new PPG website was up and running so as to attract more people to phone in.

6. What next for the PPG in 2019?

Steve suggested two key areas where the PPG felt they should be involved:

- a) Seeking views and comments from patients
- b) Acting on requests from the Practice for support and assistance.

a) Seeking views and comments from patients. Last year, this consisted of multiple methods of interviewing and surveying to get an overall sense of patient priorities. Under the banner of patient surveys, the following had proved useful:

- Waiting room completion of questionnaires face-to-face.
- Baby clinic brief interviews
- Online survey via the Survey Monkey questionnaire
- Personal invitations to complete questionnaire given out by doctors. This was particularly useful in targeting groups and getting a high completion rate.
- In addition, views and comments have been sought via the suggestion box near reception and the PPG email address. Both have produced small numbers of comments and suggestions.

It was to be hoped that a similar exercise would take place in 2019, since it was important to continuously monitor changing patient suggestions and views.

b) Acting on requests from the Practice for support and assistance. This year that involved

- Completion of Carers in Herts leaflets
- Attendance at the flu clinics

Liz suggested that next year the PPG should help promote a message to patients about the value of access via the online patient system. Liz said it was very time-consuming to complete patient record investigations, when many of these could often be done by the patient themselves if accessed online.

In response to a discussion on the ease of access once signed in to online patient records, Liz requested visibility of what patients experience when they are accessing records, perhaps via screenshots. Steve agreed to do this from his patient record to demonstrate how easy or otherwise to get the information from the current system.

7. PPG distribution of leaflet for Carers in Herts

The last flu clinic in particular had been very productive in contacting carers, in that about 20 people were pleased to accept the Carers leaflet and recognise their role as carers and the assistance that could be available to support them. There was discussion on how the PPG might

be willing to help at similar events or in other ways, though it was agreed that getting access to carers was difficult.

8. Flu vaccinations: PPG role next year

On behalf of the PPG, Steve said that we would be willing to continue to support further flu clinics as needed. It was recognised that this may now be next year.

9. AOB

Liz requested that she remove the survey box from reception since this was no longer currently needed. This was agreed.

10. Next meeting

The next PPG practice meeting was set for 4 February 2019.

The next PPG patient meeting will be on 14 January.