

## **Abbey Patient Participation Group Minutes of meeting held on July 14, 2016 at 1pm**

**Present:** Gerry Coppel, Jean Yarnell, Jean Reid, Chris Barnatt, Christine Tyldesley, Sue McNab, Debs Smith, Irene Good, Thelma Hembury.

**Apologies for absence:** Eileen Grant, Janet Clarke, Dr David Cavanagh, Joy Stevenson and Richard Hepple (who was representing the PPG at a Patient Reference Group meeting). In line with the sharing of the chairmanship agreed at the annual meeting, Chris Barnatt was in the chair.

**Minutes of the last meeting:** Agreed

**Matters arising:** Debs said the children's corner had attracted many positive comments and thanked the PPG for raising the money needed to transform it. Jean Yarnell said there is now a register of the books in the corner and two have already gone missing, despite having a sticker inside saying this book belongs to the Abbey Medical Centre.

**PRG:** Sue read out a report from Richard Hepple and Chris Barnatt remarked on the virtual PPG being tried out at Saxon Cross surgery in Stapleford. He suggested a website where patients who do not wish to join the PPG could leave comments. Debs said she wants to move the Abbey listings to a new website and this is an issue under discussion with the Nottingham West Clinical Commissioning Group. When it is decided which website will be used she will be happy to experiment with online participation. **Action:** An article in the newsletter to actively encourage views from patients.

Re the Greater Nottingham Sustainability and Transformation Partnership, the body that will in future deliver community services via shared working of social services and health services, Debs said that NWCCG practices did not feel it was involved enough in decision-making.

Re the date of PPG/PRG meetings, Debs wondered if we could arrange for PPG meetings to be after PRG meetings. (Sue notes that the PRG meets once a month and the PPG once every two months).

Re care of the elderly, Sue said she had been visiting an elderly neighbour in QMC and found the standard of nursing care much improved. Nurses were stationed in each bay to write up notes etc, rather than sitting around at the reception desk. Gerry said there was now a new and dynamic person in charge of nursing at the QMC.

**PRG networking event on October 13:** Sue said this would be a good opportunity for PPG members to network with others. Each PPG has been asked to produce a poster for the event and Sue will work on this.

**Patient Survey:** Debs said the practice meeting is in September and wondered if we could hold off discussing this until after that. On most figures, the surgery is on a par with CCG averages, but like most practices, we struggle with appointment availability. Chris Barnatt and Sue McNab wondered if patients knew what the system is because they both thought that ringing in at 8am generated an emergency appointment, whereas that is not how the practice sees it. Only appointments after 11.10 in the sit and wait category are seen as urgent appointments.

Gerry was concerned at the number of hours lost when people do not turn up for appointments. Debs said this was monitored and people who miss two appointments are written to and advised they may be removed from the GP list if they DNA again.

If people who make a sit-and-wait appointment do not attend, they receive a letter the same day.

Christine and Thelma said the the text messaging reminder system did not always work, as opposed to the systems used by dentists and hairdressers which seemed to never fail. Debs said the system is not in the control of the surgery but she will report the concerns raised. Debs said the surgery had passed the last three Mystery Shopper exercises, in which it had to achieve 60% results in offering appointments within three working days. The Nottingham West CCG practices are all getting better at the provision of appointments but were already better than the UK average.

**Golden Years follow-up:** Sue congratulated all involved and said a family member of patients who had taken part had written a thank-you card and presented sweets. Debs said she had sent a report about our events to the Nottingham West CCG and Broxtowe Health Partnership. Although we did not attract any more funding for our events, we still have some money left to stage another afternoon later in the year. Christine suggested instead of talks the idea of hand massage and Sue will look into this. There will still be a musical element and information for carers, etc.

The annual fund-raiser will this year be in aid of Breast Cancer research and will be held on October 19 and 20, with coffee and cakes, tombola and a book stall. Gerry and Irene asked again if people could be given more chances to win on the tombola and this will be arranged.

**Any other business:** Debs said the result of the Care Quality Commission visit had been good overall. The practice is happy with that and she said it meant the surgery would not be inspected for another five years. The surgery scored Outstanding for Caring and the practice was very pleased about that. Sue asked if the judging rules had changes since the inspections first began because there seemed to be fewer outstanding marks given but Debs did not think so.

Debs said by the end of July, all practices had to be more proactive in reaching out to patients with extra communication needs People should let the practice know if they can do anything to help more. In a new policy, all standard letters will have a reminder at the bottom re communication needs. Chris Barnatt suggested having a notice on the front desk and on each notice board to that effect.

**Next meeting:** Wednesday, September 7, 2016 at 6.30pm. Irene Goode is to chair the meeting