

PATIENT PARTICIPATION GROUP

DR HARBIDGE & PARTNERS KIDSGROVE



THURSDAY 23rd February 2017 1.00PM

Present: Patricia Russell (Practice Manager)
Steph Cartledge (Practice Matron Dr Harbidge & Partners Kidsgrove)
Mags Swindles (Clinical Nursing Assistant)
Mr Kevin Phillips (Patient Representative)
Mr Ronald Fletcher-Jones (Patient Representative)

Apologies:

This was the second meeting of the Patient Participation Group (PPG) for Dr Harbidge & Partners. Other members from the virtual group were expected to attend today but unfortunately were not available.

The minutes from the previous meeting (December 2016) were agreed as a true representation of the meeting.

- Kevin updated the PPG with information from the locality meetings; other PPG's/surgeries seem to be experiencing similar problems with appointment availability. There was further discussion around appointments and the pressures that all the surgery staff are under but especially the reception staff who try hard to accommodate so many demands. It was agreed to use the PPG Newsletter to highlight specific areas for example the practices home visiting policy, information about DNA rates, the appointment system. The appointment system will be described in the Newsletter and it will be highlighted that this changes if a member of the practice is on holiday. Steph will check with Dr Bhaskar to see if the Newsletter can be linked to the Practice website/Facebook page. The opening times of the surgery will also be highlighted in the PPG newsletter.
It was agreed to invite a local pharmacist along to either the next meeting of the PPG or the meeting in June to give an overview of what they are able to offer and the outcome of this could be shared in the PPG Newsletter. Kevin provided further feedback on the 'Pharmacy2u' initiative which has been endorsed by the NHS and provided a letter to clarify this. There was further discussion around electronic prescribing and the difficulty of over ordering prescriptions, the PPG felt this could be explored further with the Pharmacist when attending the PPG but Pat asked for specific issues to be raised with her.
Kevin also discussed the 'Message in a bottle' available for patients in other practices – this is a messaging service for patients who might not be able to provide clinical information themselves and therefore it is available in a bottle in the fridge (e.g for paramedics).
Kevin requested that time scales could be agreed for answering emails from the practice

whilst recognising the demands within the practice. Steph will check the group email is available to use. It was agreed the meetings will be held bi-monthly to ensure continuity.

- Steph provided an update from the previous meeting. The introduction of the MCP (Multispeciality Community Provider) is still in progress as is the availability of a Directory of Services.
- Recruitment to the PPG was discussed; guidance has suggested it is acceptable to invite specific patients to be members of the PPG to further enhance the group. Steph will email the clinical team to advise this and therefore encourage further members to attend. It has been agreed that the surgery PPG can join the PPG National Association (Dr Harbidge agreed Jan. 2017). The cost is £60 to join and £40 annually.
- There was further discussion around DNA (did not attend) appointments, it was agreed that the number of DNA's for January would be included in the Newsletter with further information about sending out letters to DNA patients. Also an update on the 'Cancellation phone line' will be included in the Newsletter. Mags queried whether patients could be texted when an appointment is missed, Steph will check with Pat. Steph will also ask Pat for information breaking down the detail of the DNA's eg. GP's, nurses.
- The PPG agreed to participate in the surgery for 'Dementia Week 2017' which is 15th – 21st May 2017. Steph is on holiday but will speak to the practice CPN for any input if necessary and will organise leaflets/posters if possible. Mags also asked whether the PPG could also be available at times to support practice initiatives such as Flu days etc. The PPG also agreed to look at National PPG week in June and potentially organise a stand in the surgery.
- Steph will formulate PPG folder which will be available in the reception area including minutes, agendas, articles for any patients visiting the surgery to read whilst waiting.

PLAN:

- Steph to write up brief minutes and Kevin has kindly agreed to write up the PPG newsletter.
- Pat to contact the Church Link to organise an article about the surgery including the PPG and current services available and also current issues.
- Kevin to contact Kidsgrove Newsletter and provided article for publication.
- Pat to contact local pharmacy with dates of next 2 meetings and arrange attendance.
- Steph to attend PPG meeting at another practice.
- Pat to make contact with members who have sent apologies, send out minutes and pursue other interested patients.
- Steph to discuss Facebook page and Practice Website with Dr Bhaskar.
- Steph to contact clinical team to request identification of potential members for the PPG.
- It was agreed that the PPG once more established needs to formulate an Action Plan.

NEXT MEETING PLAN:

1. ELECT CHAIRPERSON
2. ELECT SECRETARY
3. DRAW UP PPG CONSTITUTION
4. DETERMINE TIMING/VENUE/DATES OF FUTURE MEETINGS
5. QUORUM

NEXT MEETING WEDNESDAY 26TH APRIL 6.00PM – 7.30PM

OTHER FUTURE MEETINGS PROPOSED: THURSDAY 22ND JUNE 1.30PM