

Minutes of the PPG Meeting held on Thursday 17th March 2016

1 MINUTES OF THE LAST MEETING

The minutes of the meeting held on 19th March 2015 were approved by those present.

2 MATTERS ARISING FROM THE MINUTES

Electronic Prescribing

Work has been ongoing to improve the performance of this system and the practice is trying to set up a meeting with local pharmacists to foster collaborative working. The introduction of on-line prescription requests had at times been problematic and the practice continued to work to improve this.

Patient Charter

Work on this had been completed and the charter added to the practice website. Mandy to check that there are enough copies prominently displayed within the surgery.

Extending membership of the PPG.

Unfortunately during the year two members of the group had withdrawn from active PPG membership, one for health reasons and the other because of increasing commitments in other matters. Mandy and Bob welcomed Andrea Clark to the group and looked forward to her contribution in the future. Another patient, Mr Shah, has kindly agreed to join the group but had been unable to attend on this occasion.

Staff Satisfaction Survey

This had gone ahead during the Summer of 2015 and the results discussed in staff team meetings. Although no significant issues had been identified, staff had been gratified that the PPG supported the team and recognised the challenges of their roles. In line with priorities set for 2015-16, favourable feedback from patients had been circulated widely to staff to counter the effects of occasional negative responses and complaints.

3 FRIENDS & FAMILY TEST

Mandy gave feedback from the mandatory Friends & Families Test survey responses over the last year. The survey comprises one question "How Likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?" Patients are able to give responses on paper (with forms and collection boxes at both surveys) or via Survey Monkey. Overall responses had been low in number (a total of 156 for the whole year) although of these 89% of patients would be extremely likely or likely to recommend the surgery. 11 patients during the year had indicated they would be unlikely or very unlikely to recommend the practice, however, of those respondents who had given this response, none had volunteered names so that their comments could be investigated further.

A large number of very favourable comments had been made and these were shared within the practice team in line with priority for staff engagement and morale from 2014-15.

4 OBSERVATIONS AND SUGGESTIONS

Gade Publications - Susan Lynch noted that, for some patients who are unable to access the practice website, it would be worthwhile to compile a printed list of patient information sheets so that printed copies could be requested from a "catalogue" of health related documents. She kindly agreed to work with Mandy in compiling the list and a further meeting will be set up to start this project. She also asked when the Gade Gazette might be updated, the last copy dating from 2006.

Internal communications - Andrea Clark also commented on the organisation of the practice noticeboards as, again, these are the main source of information for many patients unable to access electronic resources. She suggested that subject specific noticeboards (eg for Diabetes, COPD, etc) should be considered and Mandy will look into this further. Andrea also noted the age and condition of some of the magazines and felt that this might be an area where responsibility for updating could be delegated so that magazines are current and in good clean condition.

5 REPORT ON THE PRACTICE YEAR

During 2015-16 the practice had been an active member of the Watford Care Alliance providing additional out of hours sessions on some evenings and weekends. Dr Sangar explained that some but not all sessions are held at Gade House; on other occasions patients would be seen at the nearby Bridgwater House. These appointments are available for pre-booking as well as on the day. The group felt that the availability of these sessions should be more widely publicised.

The practice had continued to maintain high standards of patient access due to a combination of factors.

The practice had resumed its role as a training practice under the mentorship of Dr Sudarshi. Dr Sangar explained the processes involved in the training of GP Doctors and highlighted the benefits to patients and others in the practice team. One doctor had already spent a 3 month period working under the mentorship of Dr Sudarshi (and with supervision from other partners) and a second placement is due to start on 8th April. Dr Sangar stressed that these are all qualified doctors who are required to complete a "rotation" in general practice before completing their hospital training or who intend to become a GP.

The practice has yet to receive an inspection from the Care Quality Commission although preparations for this visit have been underway for some time.

In response to a question from Mr Ross, Dr Sudarshi outlined the practice policy on prescribing of antibiotics. Whilst patient care and concerns about over-prescribing of antibiotics remain foremost in doctor's minds, this does create difficult discussions where patients believe that antibiotics should be the first line of treatment for minor ailments. The group felt that brief presentations could be developed to support patient information (eg on prescribing of antibiotics, treatments for hay fever, etc)

PRIORITIES

1. Environmental/Communications – to review and improve patient communications through good presentation of literature and other reading materials in the waiting areas
2. On line services/Patient Access. Resolve issues relating to on-line patient services and embed systems to benefit the patient population
3. Engage minority groups (eg carers) with the work of the PPG. Dr Sangar noted the role of the Carers Champion within the practice and the group was asked to suggest other groups who might be invited to take part in PPG activities.

6 DEVELOPING THE PPG

Group members felt that, at this particular time, they did not feel in a position to assume formal roles and that they were happy, at least until the group has strengthened in size, to continue to allow Mandy and Dr Sangar to facilitate group activities. Mandy urged group members to feel free to make suggestions for further action throughout the year.

7 DATE OF NEXT MEETINGS

The next meeting will be held on Thursday 16th June. Mandy will call for agenda items two weeks before this date