

Tuxford Patient Participation Group - Minutes of Meeting

18th July 2019

Meeting Opened: 6.00 p.m.

Present:

Oliver Lord (Practice Manager); Geoff Tindall; Faith Tindall; Angela Green; Byron Dawson;
Joan Moorehouse

Apologies for absence:

Vince Ion; David Bird; Alice Bird; Rona Mackenzie; Anne Wightwick; Katherine Watkinson;
Kath Hobart; Anthony O'Keeffe;

1. Changes to telephone system & rebranding

Oliver apologised for the length of time it has taken to implement this change. The GPs have discussed changing the way our telephone auto-attendant works and the wording of the messages. We have contacted our phone system supplier and are arranging a date when they can come and make the changes. Oliver discussed how the practice envisages the new system working, including having options to speak to dispensary / order prescriptions from the main surgery number (rather than the existing system where there is a different number to dial).

The group discussed options of also speaking to back office staff – such as medical secretaries. Members present did not think this was necessary.

Oliver told the group he planned to get the auto-attendant working, and then invite PPG members to try the new system before it goes live.

Action: Invite PPG members to try new auto-attendant before it goes live.

2. Increasing PPG membership

Last meeting we discussed how we could re-invigorate PPG membership and appeal to a more diverse patient population. The practice would still like to do so – but little progress made so far. Oliver discussed suggestion from a PPG member who couldn't attend – which is to make the meetings available via skype. Infrastructure to do this was all put in place with the premises renovation work – so should be easily achievable. This would allow carers / housebound to attend. Group discussed and had no objections.

Action: Next meeting to make available via Skype.

Oliver also discussed suggestions in document "Patient Participation Group - quality indicator checklist". Suggestions in this include newsletters, and other community engagement (social media / parish magazines, etc).

PPG members discussed the point about "Our PPG is chaired by a patient". Some members felt that as patients they were 'unqualified' to chair the PPG – as felt the groups was to be a 'critical friend' on practice business – but that should led by the Practice, not the Group. Other members discussed chairs from other PPG's being patient members. Oliver discussed how having a chair and secretary would help reduce workload from the practice perspective for

administering the PPG. Point was debated, and will be something we return to in subsequent meetings.

3. CQC Inspection

Oliver thanked members of the group who came to speak to the CQC Inspector at our Inspection last week. Oliver discussed the inspection process, and what else happened on the day. The inspector gave some positive feedback at the end of the inspection – although we now have to wait for their written report before anything is published.

4. Bassetlaw Integrated Care Partnership (ICP)

Joan shared & discussed bulletin from the ICP. Oliver briefly discussed Primary Care Networks and the role that Tuxford was playing.

5. National GP Survey

Oliver discussed results from the National GP Survey, which is run by Ipsos MORI. Comparison between this years results and last years were displayed on TV Screen.

Oliver reported that the partners were disappointed with the results, but that the results also are in stark contrast to the very positive feedback we receive from other sources, such as monthly Friends and Family Feedback and AskMyGP feedback.

Group discussed and felt that the national question set was heavily based around a traditional GP Appointment system model (ie. Sessions of 10 minute appointments – all patients seen face to face) – whereas the questions asked bear little resemblance to how we work. The group felt this disparity may be some of the cause of disappointing results. PPG members reassured practice that we should carry on providing the service we are doing.

***** A number of patients had to leave at this point in the meeting *****

6. Out of Area Registrations

Oliver mentioned that we have a number of patients who move slightly outside of our registered area who ask to remain registered (ie. From Walesby to Retford). Currently we have no mechanism to do this – but Oliver discussed that NHS England introduced an additional service called Out of Area Registrations in 2015. This service was designed to take account of people who spend most of their time away from their home address (for example, due to commuting) – however it could easily be utilised to help these patients who do wish to remain registered – especially considering the way that we currently operate with telephone triage. The main difference is that we would not be obliged to provide home visits to these patients.

PPG members were in favour of us providing the Out of Area Registrations service. Oliver to pursue with NHS England

Meeting ended: 19:05
Next meeting: Tuesday 17th September 2019