

Three Villages PPG Meeting Minutes from the meeting held on 29th May 2019

1. Present: Adrian Head (AH) Chair; Sue Helm (SH) Minutes; Liz Davenport (LD); Irene Arrowsmith (IA); Alan Watkins (AW); Paula Collins (PC) Practice Manager; Josh Corns (JC) Asst Practice manager; Marion Griffiths (MG); Reverend Tom Chapman (TC); Carol Longmore (CL); Sandra Hall

2. Apologies: Colin Burch (CB); Linda Sabin (LS); Hilary Taylor (HT); Bob Homer; Inge Hill

3. Amy Farrington from POD

The meeting welcomed Amy who gave an update to the group as follows:

- 14 surgeries now taking part in the scheme.
- They have a new telephone system in place which provides greater capacity.
- Positive and regular feedback received from patients. They have more data about calls which has led to better staffing of telephone lines.
- Busiest times are Mondays and Tuesdays and April and May have been very busy due to bank holiday requests for prescriptions.
- There are 8 telephone operators and the system has been shown to reduce pressure on GPs and reduces the waste of ordering unnecessary drugs.
- It also reduces the number of calls to the practice and has demonstrated savings to the practice reducing medication costs.
- Currently recruitment taking place for POD pharmacists – these are able to deal with clinical queries relating to patient requests.

4. Minutes of the last meeting 27th March 2019.

Minutes approved as accurate record

5. Matters arising from the minutes

- Point 4 -17– Filing cabinet now sold
- Point 9 – CHP – AH contacted CHP re car parking but no update received. Practice also waiting for update.
- Point 9 – Letter of thanks – SH confirmed that a letter of thanks had been sent to Vicky.

6. Locality Group feedback – LS – No meeting took place so nothing to report

7. POPS feedback – SH, IA and HT attended the last POPS meeting in April.

Action: SH to distribute minutes to group.

8. Events attended – None attended

9. Practice update – PC

- **Staffing update** – no update on date when practice nurses will be retiring. Weekend nurse currently working Tuesdays as part of succession planning. New receptionist started and settling in
- **On line appointments** – new BMA/NHS guidelines state that 25% of appointments should be available to book online which goes against what the practice have been trying to achieve.
- New system will come into force from 1st July 2019. Practice will call the patient back in a triage call with an appointment confirmation. Triage will take into account reason for appointment, age and medical history and practice will monitor calls.
- Currently 60 – 70 calls per day requesting appointments. To be publicised to patients by telephone message, Facebook and website.

10. GP Survey results – PC

- This was discussed by the practice and partners at an earlier meeting and results will be sent to SH for distribution. **Action - PC**

11. Friends and Family Feedback – JC

- April data sent to group. JC stated that common themes identified as positive - thorough care, friendly and helpful staff. Negative themes are phone lines, waiting times. The comments are analysed so that solutions can be found.
- If waiting times in surgery are significant reception staff would inform patients waiting.

12. Tea Party Group Revised Constitution – Group amended the document on 10th April 2019 and this was distributed to the meeting. 3 Villages name still retained due to their contribution towards insurance costs.

13. Defibrillator – CB waiting for response from WMids Ambulance Service and Fast Aid re help with installation costs. Practice confirmed that they will pay £350 towards cost of defibrillator box, total cost is around £800.

14. Lydia Smith (Health Care Assistant). Request for her to attend a future tea party and committee meeting to introduce her as the practice's health coach. **Action:** PC to put a pack together re the role of a health coach.

15. Complaints process – CB

- Message from Dr Tapparo on the phone lines is very long, is there any way that this can be changed. PC responded that the message needs to have all the information read to patients. As part of the signposting this may be revised in the future.

- PC stated that they always try to resolve complaints in the first instance. 23 complaints received in last 12 months which was highest for some time (9 in previous year and 6 in year before that).main theme was waiting times for appointments. Of the 23 comments received 2 were rated as serious.
- Query re sending text messages to patients re bank holiday closing. JC confirmed that texts were sent free of charge and just another way of engaging with patients.

Fundraising – PC

- Suggestions still wanted for fundraising ideas. There was a plaque at Wollaston surgery in memory of Dr Pope and the plan is to have it reinstated at SHSCC. Suggested that the fundraiser could be for the plaque and the rose as a permanent memorial for patients.
- Suggestions for fundraising through tea party activities should go to CB and LS in the first instance.
- Ideas to PC by next meeting in July.

18. Any Other Business

SH - Speakers for future tea party meetings are

- Stroke Signs and Symptoms – June
- Police vulnerability officer – July
- Macular Degeneration – August

NAPP (National Association for Patient Participation) email newsletter – PPG Awareness Week 10th – 16th June

NAPP charitable status – changing from Unincorporated Charitable Association to Charitable Incorporated Organisation. PPGS can vote on this before NAPP AGM on 15th June 2019.

MG - Wollaston Surgery – query to practice on why it wasn't kept open after 12th April as nothing has happened to the premises. PC responded that the contract on the sale of the premises ended on 12th April and therefore it could not remain open.

JC – New process starting to see unemployed patients with advice on how to get back to work.

Date of next meeting Wednesday 24th July 2019.