



Patient Participation Group - Meeting Minutes

Meeting date: Monday 5th June 2017

Meeting time: 6.15-8:15pm

Attendees:	Apologies:
(CB)	(CM)
(MC)	(TR)
(JG)	Sally Charlton (SHMC)
(BH)	Tony Morgan (TM)
(ML)	
(SJ)	
Dr Andrew Coombes (GP Partner - AC)	
Nikki Jones (Head of Patient Services - NJ)	

Welcome

NJ welcomed everyone to the meeting. NJ passed on apologies from group members unable to attend and from Tony Morgan, Specialist Practitioner.

Condolences

NJ expressed regret at the loss of PPG member AM who would be greatly missed by the group and thanked group members for attending the funeral.

Nursing team changes

NJ advised that senior practice nurse Sally Chappell was retiring from her contracted hours and moving in to a bank role involving project work and mentoring. NJ confirmed that Nurse Margaret Evans had finished employment at the practice and that a new nurse Jessica Ginger had joined. Jessica is proving a quick learner and is fitting in very well, having previously worked as a Nurse on the trauma and orthopaedic ward at Hereford hospital.

Doctor team changes

AC advised that Dr Johnson would be finishing work at the practice this month after providing locum cover for 6 months following Dr Pringle's retirement. Despite running more than one advert the practice had not been able to recruit a new GP partner. Tony Morgan a former paramedic joined the practice as Specialist Practitioner in February and a new female salaried GP Dr Rees has now also joined the practice. Tony's role is to assist the doctor's with on the day patient demand and home visits. Tony is a prescriber and able to provide antibiotics to patients with infections.

Dementia friendly community survey

NJ advised the Forest of Dean Dementia Action Alliance were in the process of running a survey. NJ explained the alliance is a partnership of organisations and individuals working together to:

- Ensure everyone in the district living with dementia is respected and supported to continue to enjoy living in own community for as well and as long as possible
- To support wider community understanding of dementia
- To develop an informal network of local community champions to support each other and the wider community

The aim of the survey is to obtain thoughts from people living with dementia or those supporting others who have dementia. NJ advised group members that she had survey forms at the meeting should anyone want to take part in the survey.

Primary Care Offer - frailty

AC advised this is related to a commitment for practices to recognise and manage patient frailty. It is recognised frailty can generate other else issues for patients. Service agreement levels for this enhanced service are very detailed. The practice has appointed internal lead roles for frailty and frailty meetings will take place every four weeks. Clinicians need to score frailty severity levels for relevant patients using a defined calculation.

Letter / form requests

NJ and AC discussed plans for a collaborative approach from local GP's through the Forest of Dean Primary Care Group, to try and reduce the amount of requests GP's receive for letters or form completion that do not constitute contracted, funded work. The aim of this is to free up GP time for other work, this is necessary due to huge increases in workload. NJ shared draft, example paperwork from the Primary Care Group. NJ advised letters will be sent by the group to the council, schools etc. AC discussed how requests of this nature can include:

- letters for ill school children
- letters to support housing and other benefit applications
- fitness letters for gyms
- fitness letters for activities and events
- letters for employers

This list is not exhaustive.

SJ advised that schools are advised they must request GP letters by exam boards. AC advised he would share this information with the Primary Care Group.

Friends and family test survey Dec 2016 – May 2017

NJ provided group members with a summary of feedback received from December 2016 until May 2017. NJ advised that 95% of patients taking part had indicated they were either likely or extremely likely to recommend Forest Health Care to friends and family if they needed similar care.

The group discussed some of the comments linked to question 2 “Tell us one thing we could change about your care or treatment, to improve your experience.” Many comments were positive and indicated no change was felt needed. NJ discussed patient requests for more phone lines at Cinderford and how there is no available works space to grow the support team further.

Many comments were linked to improved appointment access. AC advised Forest practices would be piloting a funded Improved Access scheme, working together to provide appointments between 8am and 8pm Monday to Friday and appointments on Saturday mornings, on a rota basis.

NJ advised that the current 3rd question was based on trying to encourage patient uptake for online services. 51% had indicated they would be willing to register for this and 49% that they would not.

Friends and family test 3rd question

The group discussed and agreed that it would be best to continue with the same 3rd question to try and increase the number of patients registering and using online services for appointment bookings and repeat prescription requests.

Around-the-table

AC advised the group that GRH booking office issues is causing letters to be sent from the practice to hospital consultants daily.

JG advised that other meetings she attends linked to other groups have been stopped due to council and general elections.