**DOCTORS LANE SURGERY – PATIENT PARTICIPATION GROUP**

**Minutes of the Meeting held on 6th January 2016**

**In Attendance:**

Dr Mark Hodgson (GP Partner)

Kath Hume (Practice Manager)

Brian Thomas

John Worrall

Rosemary Davies

Judith Simpson

Jenny Mooney

**Apologies:**

Dr Michael Keavney (GP Partner)

Dr Halina Clare (GP Partner)

Barry Clare

1. **Apologies for Absence**

As above.

1. **Minutes of the previous meeting**

The minutes of the meeting held on the 7th October 2015 were agreed and are available to view in the surgery and on the practice website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk)

1. **Confidentiality Agreements**

All attendees signed confidentiality agreements.

1. **Patient Participation Group membership**

The group once again discussed the possibility of recruiting a younger person, to ensure that the group is representative of the practice population. Dr Hodgson reported that the surgery had contacted several younger people who fitted the cohort but unfortunately there was no interest. He added that practices are required to engage with patients in everything they do, the CCG have a Health Engagement Network (HEN) and the CCG use this group when they need a patient perspective on redesigning services. The PPG group is an important voice in the surgery and their opinions are much valued. A suggestion was made that perhaps two younger people could be accommodated within the group and this would perhaps be a more attractive proposition. This would be pursued by all members of the group and through parish magazines.

**Action: All members to continue to identify younger people who they feel may be interested in joining the PPG.**

1. **Friends and Family Test**

The friends and family test which is collated via the iPad in reception had received the following responses.

 **December**

24 Responses – 14 highly likely to recommend, 3 likely to recommend, 2 don’t know, 1 extremely unlikely, 1 neither likely or unlikely and 1 unlikely.

Comments include:

* Long waiting times
* Good attitude, helpful and caring
* The service we receive at this practice has been first class
* Exceptional service at all times
* Really nice doctors here

The PPG group felt that the response rate was low and discussed the possibility of relocating the iPad nearer the exit. The group also suggested that paper Friends and Family surveys should also be used.

**Action: Kath to investigate relocating the iPad**.

1. **Flu clinics**

The practice is administering the last of the flu vaccinations this month and has given in excess of 800 vaccinations this year. It is the practices responsibility to offer vaccinations to the at-risk and over 65’s every year, if patients refuse a vaccination this must be recorded as well. The practice is required to complete returns for NHS England which include number of vaccinations given and number refused.

1. **Nursing Workforce Project Update**

The Nursing workforce project is going well and the Nurses have commenced home visits for patients who have been identified via a frailty index. This looks at 50 indicators including medication, hospital admissions and chronic disease. The aim is to improve the delivery of patient care by:

* Delivering holistic Chronic Disease Management to patients in their own home.
* Increase/ improve the use of self-supported management. To include the use of IT
* Community Pharmacist let medication reviews
* Care planning.

Funding from the project has enabled us to appoint a Health Care Assistant for two years which will free up the nurses to work on the Frailty project. The Health Care assistant will be shared by Quakers Lane, Scorton Surgery and ourselves and will work at Doctors Lane Surgery one day per week.

1. **Patient Questionnaire**

John Worrall reported the findings of the Patient Participation Group survey;

* 50 surveys had been completed60% felt the opening hours were adequate
* 87% felt it was easy to contact the surgery by telephone
* 83% felt they were able to see a nurse or doctor within 48 hours
* 43% were happy with the waiting time in the surgery
* 89% felt that the surgery premises were clean and tidy
* 87% were happy with the services available at the surgery
* 78% of patients were satisfied with their appointment
* 86% would recommend the Doctor/Nurse to their friends
* 98% of patients were happy with the receptionist
* The average age of the patient completing the survey was 64
* Some patients were reluctant to fill in the survey

The patients comments at the end of the survey were discussed, several patients had commented about opening the surgery earlier so that patients do not need to wait outside, and having a numbered ticked dispenser (as in the supermarket deli area) . Although the comments were discussed and considered it was felt that a ticketing system would not work and could be open to abuse.

Dr Hodgson thanked John for all his hard work and stated that the survey was a very useful insight and would be helpful to us when the CQC inspection took place. The survey may be repeated at a later date. John would prepare a short report for inclusion in the parish magazines and the survey will also be loaded onto the Practice Website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk) with a copy in reception for patients to view.

There may be an opportunity in the future to use the practices clinical for offering surveys to patients but need to be mindful that this is only one way of reaching patients and need to consider all ways of communicating with patients.

**Action: Kath to look into SystmOne surveys**

1. **Review of Meeting**

The group agreed that the meetings were working well and felt that the frequency of the meetings every three months was about right. Dr Hodgson asked that the Heartbeat Alliance be a regular agenda item.

1. **Ask my GP**

The surgery will be piloting a new scheme for patients to contact their GP using a smartphone, tablet or computer – anytime, anywhere.

* Patients can expect a response within working hours and if they need to see a GP they will be given an appointment.
* Otherwise they will be given a call back with advice or may be asked to pick up a prescription

The pilot scheme will be starting towards the end of January further details and the link will be available on the website once the scheme is up and running.

1. **District Nursing Services**

Jill James has retired after many years working as a District Nurse and will be very much missed by everyone at the surgery and patients in the Aldbrough catchment area. Jill’s replacement is Hayley Pepe who will be assisted by Eileen Masterman.

1. **Next Meeting**

The next PPG meeting will be held on Wednesday 6th April at 6:30