

## THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

### Notes of meeting held 14 January 2015 at the Surgery 6:30pm

#### Present:

|                 |               |                     |
|-----------------|---------------|---------------------|
| <b>PPG</b>      | Andy Cereseto | Jane Boys           |
|                 | Julia Jones   | Mick Reeves (Chair) |
|                 | Mina Rodgers  | Sue Worthington     |
| <b>Practice</b> | Diane Alonzo  | Hina Patel          |
|                 | Angela Tilley |                     |

**Apologies for Absence:** n/a

Mick opened the meeting by introducing Angela Tilley, who has joined the Practice as Operations Manager and Andy Cereseto, a new PPG member.

#### **Suggestion Scheme – Jane and Mina**

A documented procedure needs to be established to ensure that all items suggested are properly considered and the outcome communicated to relevant parties.

#### **PPG Recruitment –Julia and Mick**

The PPG needs to increase the number of FOCUS group members to at least 10.

Additionally a number of virtual members are to be sought so that the PPG can seek views from a wider patient audience.

#### **Annual Patient Survey – Sue and Angela**

About 150 survey forms have been completed so far. The Practice will continue to issue them until the end of January 2015. The analysis of completed forms can begin now with the remainder being done in February. The deadline date is to have all forms analysed, recommendations made and actions plans agreed by mid March.

Action plans will need to be agreed by the Partners and the PPG. The PPG will monitor the progress of the plans.

The survey results will be published on the website and sent to some groups within the NHS.

#### **Raising awareness of the PPG – Julia and Mick**

A recent survey carried out at the surgery by Healthwatch Leicestershire on 5 January 2015, revealed that none of the 60 patients questioned were aware that the Practice had a PPG.

The objective here is to ensure that a significant number of patients are aware of the PPG, what we do and who we are. Part of this will involve talking to patients in the waiting rooms.

## **Newsletter – Andy and Mina**

The Partners have asked the PPG to take on the task of producing a newsletter. A quarterly frequency was suggested but it was felt that a 6 monthly frequency should be done initially to assess the effort required.

## **Website - Mick**

To review the use of the website and to propose the use that it could be put to for the benefit of the PPG.

## **PPG Recruitment**

Since the last meeting, Andy Cereseto has joined the PPG.

We have also had an online request from a patient to join the virtual group. Angela is contacting the IT support team to understand how online requests are fed through to us.

## **Practice Staff changes**

Dr Griffiths left the Practice on 14 January 2015.

Dr Amna Ahmad (f) has joined the Practice as a salaried doctor and will work 2 days per week.

Dr C Duru has changed her hours and now works 3 days per week.

The Practice employs 2 locum doctors.

There is 1 outstanding vacancy for a doctor.

Annie Calcutta (5 days) and Jackie Jarvis (4.5 days) have joined the nursing team.

## **Notice boards**

The Healthwatch team also commented on the surgery noticeboards, saying that they were cluttered and could perhaps be colour coded. This will be looked at by Angela.

## **TV screens**

Discussion also took place over the TV screens that were in the waiting rooms. It was agreed that they presented a good opportunity for the PPG and the Practice to raise patient awareness.

Andy agreed to investigate how they should be set up and the costs involved in getting the screens into use.

## **Suggestion Scheme**

One suggestion had been received: to have a walk-in clinic to have ears checked for possible syringing prior to hospital visits for hearing aid checks. Whilst the idea was found to be reasonable, the Practice stated that there was insufficient need to justify a walk-in clinic. Mick to inform the patient of our decision.

Several other suggestions were discussed at the meeting for possible use for walk-in clinics, medication review and blood pressure testing. The Practice said that the nurses' clinics were being reviewed and that these suggestions would be included in that review.

It was also asked why the Practice did not carry out ECG tests. The Practice said this was being considered.

### **SMS text messaging**

The Practice has been gathering patients mobile numbers for some considerable time with a view to sending appointment reminders by text. Angela has been in contact with another nearby Practice who use text messaging and has also spoken with our IT support company to see what is involved in getting this operational. There is no cost involved and arrangements are being made with the IT company to come into the surgery to see what needs to be done.

### **Partner's meeting**

Practice will advise dates of forthcoming Partners meetings.

### **Any other Business**

Mick informed the meeting that Oakmeadow PPG had been in contact with him, via Angela, to see if we would be interested in helping to start a 'Carers Cafe'. They had also contacted New Parks PPG. Mick had met with the Chair of the Oakmeadow PPG and summarized what they were planning to do. After some discussion it was decided not to pursue this due to the resources required for the other tasks that we have in hand. Mick to contact Oakmeadow PPG and inform them of our decision.

### **Date of next meeting**

Next meeting will be held on 22 April 2015 at the surgery commencing at 6:30pm.

The meeting closed at 8.26pm