

Patient Participation Group

Minutes of PPG Meeting
Saturday 28th February 2015

Present

Dr Amitabh Dwivedi senior partner
Mrs. Amrita Dwivedi practice manager
Robert Fair
Anthony Kendall
Jayne Stiles
Martyn Parrot
Margaret Austin
Heyder Farmarzi
Meena Ladwa
Chandu Ladwa
Fiona Holness
Jane Kirk
Carmen Scriven
Graham Fry

<i>Introductions</i>	<p>Members of the group introduced themselves. Dr Dwivedi requested ideas and problems from members as introductions were made to cover during the course of the meeting. The following areas were requested to discuss in addition to the usual agenda: 1. Provision of female doctors at both sites 2. Triage appointment line to be accessible with just one phone call ? 3, use of radio and type of music played in Ridge Green waiting area, 4. Telephone consults, 5. Update on service redesign efforts in Swindon and how we can get involved, 6. Online facilities and ability to book appointments, 7. Publicising text confirmation service for appointments and recalls, 8. Management of chronic conditions and their regular monitoring, 9. Repeat prescriptions messages and what should and should not be included.</p> <p>The minutes from the previous meeting were read for accuracy and were agreed.</p>
<i>Matters arising</i>	<p>Text messaging was considered an important discussion point of the last meeting and again in this meeting. Replies by text and cancellation methods that were easy would make cancelling easier (MA) but maybe technically difficult to do (AD). AD reminded the group that we could only text patients that had consented to receive texts but this was slowly growing in number. Ways to improve the DNA rate had been discussed previously and publicizing the text service with poster, LED screen message and on the right hand side of the script were discussed.</p> <p>GP advert at Freshbrook: Dr AD reiterated the problems of recruiting a gp at Ridge Green and Freshbrook, that it was a Swindon wide problem with over 70 % of practices having an unfilled vacancy. That we had readvertised and were awaiting applicants for the partnership position. Freshbrook would remain open on 3 days per</p>

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<i>Patient Survey</i>	<p>week and we were awaiting repeat permission from NHS England to continue these opening hours. HF noted the lack of skilled staff in Swindon generally. AD reminded that NHS England and politicians had the wider remit of solving the training and recruitment issues and that we had to make the best of what was available safely. Reported that 3 day opening had been very successful so far, with patients being visited at home if unable to get to the surgery (elderly, housebound etc). There had been no adverse problems reported by the group regarding the arrangements. Dr AD also reassured the group that there was a female GP at both Ridge Green and Freshbrook at present.</p> <p>The results of the Friends and Family Test were distributed to all members. This included the mandatory question, the follow up qualifying text field and the triage quality question and request for suggestions on improvements. It was noted that the number of responses was low (66) for such a large patient group. Dr AD noted that feedback is possible on line, in the waiting area by ipad or written.</p> <p>It was noted that on the whole the comments were very positive with good feedback and response to the service with many recommending the service. There were a few negative comments which were lengthy and possibly should have been discussed directly with the manager or a clinician by the patient.</p> <p>MA requested clarification on the access that patients had to making complaints or giving feedback. Dr AD stated it is via email, written or face to face in the clinic. This was felt to be good access by the group.</p> <p>HF asked if patients can give their name on comments: - it was felt that this may help but was not compulsory by the group.</p> <p>RF also stated that the comments were very positive and pleasing.</p> <p>MA asked about the triage line. Dr AD discussed the various ways it could have been set up and that the current system with one triage line number and no 'call assistant' but call queuing could be changed if the group desired that. A lengthy discussion of the pros and cons of call assistant JS, MP, MA, HF, RF and the rest of the group. It was decided that the current system was the most patient friendly but that additional lines may be added to allow more people to join the queue on busy mornings.</p>
<i>Online Services</i>	<p>Online appointment booking was now available for all doctor's appointments. That blood results and simple medical information was available to patients online now if requested. Dr AD also reminded the group that GP2GP medical record transfer of a newly registered patient had become active.</p>
<i>Balance of PPG members</i>	<p>HF requested that more 20-30 yr olds were on the PPG group. Mrs AD stated that there were already some members representative of this age group on the board but weren't able to make today's meeting. Advertising to join the group had been widely disseminated. There was also a discussion about use of posters to further advertise the PPG. The current posters were on the notice board by the reception area and may be missed. It was suggested that the posters were more likely to be read if they are in the waiting area. Also it was suggested that other services such as online booking, cancelling appts and text message services would be more likely to be read if they</p>

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<p><i>General Feedback and areas for improvement</i></p>	<p>were better placed – perhaps again in the waiting area.</p> <ol style="list-style-type: none">1. GF: Provision of female doctors at both sites: already answered during debate about recruitment.2. GF: Triage appointment line to be accessible with just one phone call? This was agreed as not possible and that with time patients would become aware of the use and timing of the triage line (as experienced had shown they had down at Ridge Green) and that the number and opening times were widely advertised – Dr AD. The group agreed this was the right approach given the options.3. use of radio and type of music played in Ridge Green waiting area, : This was stated by AD to improve privacy for phone and front desk conversations and we could put a partition in : - the group felt the radio was a better option.4. Telephone consults, : Dr AD updated the group that tel consults were already taking place and had been for many years and that patients who had been seen in the last 3 weeks could request a call back to discuss changes to the management plan if so needed.5. Update on service redesign efforts in Swindon and how we can get involved,: AK reiterated the work going on and invited members to attend when they could to represent patients views. AK stated that Ridge Green and Freshbrook were doing well to have such a PPG and that it was effective and supportive. <p>Management of chronic conditions and their regular monitoring: Mrs AD noted that considerable effort was made to recall patients with chronic conditions in a sensitive way. (Monitoring and support is vital to avoid complications and unnecessary hospital admissions) text messages were used for mass campaigns along with letters and telephone calls. FH: Repeat prescriptions messages and what should and should not be included. Dr AD discussed what automatic features were currently included in the script (right hand side) of repeat medication and what could be changed by the practice. It was recommended that patients attend for medication reviews to ensure the list is up to date.</p>
<p><i>Summary</i></p>	<ol style="list-style-type: none">1. The FFT feedback was excellent with high numbers of patients recommending the service. (see survey results).2. It was agreed that the online booking of appointments had improved quite substantially and should continue to be promoted.3. Text confirmation of appointments and telephone reminders were a good way to keep DNA rate down and aid kept appointments. This service should be promoted further4. The right hand side of scripts needs to be tidied up to include better worded reminder (corrections).5. It was agreed to allow the radio to continue in the waiting area for the purposes set out.6. Posters for the PPG group and text messaging/online services would go in the waiting area instead of reception area. <p>The group was thanked for its attendance and support.</p>