

## Notes of the meeting of the Drayton and Wootton Street PPG

Date: 25th January 2018, 7.00-9.00 pm

### Present:

Mary Ramsey (Chair), AP, GK, LI, GB, MV, SA, Fr A

Sandra Jordan (Practice Manager), Dr Swindells and Dr Drake joined the meeting around 8.00 pm

**Apologies:** JE, MN, LM

Two members (AM, JR) have resigned

*Notes for the meeting were taken by AP and GK*

### Minutes of the last meeting and matters arising:

The minutes of the last meeting were agreed.

Mary reported that the PPG noticeboard would be sited above the bookshelf in The Drayton Surgery waiting area. A suitable site will also be found in Wootton St Surgery.

MR Reported that the duplicate NAPP information pack has yet to be received, since the first one sent was no longer available to us.

Dementia concerns around noise level in waiting area have diminished considerably following the new patient appointment arrangements being implemented.

MV reported ambiguities in the wording of the responses from the on-line prescription system as the "prescription ready for collection" dates conflict. This will be reviewed by the practice. It was noted that in reality, prescriptions are often ready in 1-2 working days. However, there are occasionally unavoidable delays. **Action 1 (Sandra)**

Drayton and Wootton Street PPG will shortly produce a newsletter identifying the PPG progress made and highlighting some of the Receptionist processes when dealing with initial patient telephone requests for appointments. **Action 2 (Sandra)**

The group discussed the Virtual PPG options and on-line access. Fr A & GB have progressed the Group e-mail arrangement and it was agreed that a small working group would try to obtain access to other local PPG's that already have a Virtual group in place in order to identify the optimum solution.

GK noted that it is quite difficult explaining to a prospective virtual member how to navigate the Practice web site and register for the Patient Reference Group on-line. An alternative is to send them the form as an attachment and they can send back the completed form. He has a few interested patients and will try this out with them. **Action 3 (GK)**

Group members to encourage patients to sign up for the virtual PPG (or Patient Reference Group) **Action 4 (all)**

A discussion of the precise role of the virtual PPG group was initiated by SA. Was its role simply to answer questionnaires sent out from the practice, or to participate in an on-line

forum? Are they able to feed their views into the discussions of the PPG? This needs further discussion at the next meeting. **Agenda Item** for the next meeting **Action 5 (Mary)**

### **Terms of Reference:**

A small working group (GK, AP, MR) was set up to provide a draft Terms of Reference document, and this had been circulated prior to the meeting for comment. GK stated that no comments had been received prior to the meeting. The group discussed all sections of the draft document. The following items are a summary of the agreed changes.

- The title of the document will clearly identify that these are Terms of Reference, Any reference to “Constitution” will be removed and replaced with “Terms of Reference”.
- The Front page will include a statement about the NHS England requirement for a PPG to be in place.
- We will have up to 12 members, with the option of a further two or three discretionary places, if required to broaden the profile of the group.
- Meetings will be every 4th Thursday, bimonthly
- All reference to “AGM” will be removed
- There will be no reference to maximum term of office
- The election of officers shall be carried out at one of the bimonthly meetings

*The ToR Document will be revised and circulated shortly. **Action 6 (GK)***

*Please pass on any comments on the ToR document to GK by February 12th. If no comments are received, the revised document will be accepted as it stands.*

### **Report from the Practice Manager (Sandra):**

- The Drayton Surgery Patient calling system was still not working and no “fix” was available. The Practice confirmed that it will be proceeding with the purchase of a new system – however is awaiting confirmation regarding a development bid for some financial assistance from the CCG prior to installation.
- Sandra requested the PPG consider drafting a Powerpoint presentation which could be used on the new system once in place. Some clinicians actually prefer coming into the waiting area and calling out patients name.
- The group did comment that the “clinician calling” option does have some communication shortfalls, especially for hearing-impaired patients. GK suggested that this could be improved by the clinician coming further in to the waiting room to face the patients, which was a particular problem for the doorway on the left (where they could not be seen by some of the patients if they just stood in the doorway).
- The Pharmacist recruitment is underway and interviews will be carried out on Feb 8<sup>th</sup>. This is a shared post with Portsdown.
- The new appointment system is working well but still evolving. The current trend indicates that resources need to be shifted to cover the high volume of calls on

Mondays. The practice has recruited additional Nurse Practitioner cover, which will enhance the service provided and increase the appointments available. All 4 of the Nurse Practitioners are able to prescribe and a list of what they can deal with will be provided to the PPG.

- Nurse Practitioners will start taking telephone calls in the near future. They will also be available at the Wootton Street site on at least 3 or 4 days each week.
- The Practice will send out a Newsletter to update Patients on the Appointment system changes. **Action 7 (Sandra)**
- The Practice staff had suffered more cases of flu than normal/expected and this has impacted upon efficiency.
- The PPG noticeboard would be in place next week in the agreed location.
- SJ had a productive meeting with GK before Xmas to discuss problems with the On-line appointments system, and also problems he had identified at Wootton Street Surgery. The On-Line system issues identified by GK are being addressed. All GP's are now identified by title (to distinguish from other clinicians), and inappropriate appointment slots are now removed. There is still more to do on this as GP's need to agree to changes in appointment slot names as this comes directly from the clinical system. **Action 8 (GPs)**
- GK had noted that patients using Wootton Street Surgery had been confused by the numbered tile system used to denote the next patient, which did not match in colour. Also the clinicians name did not always match the name on their door, nor the named clinician on the above tile system. SJ reported that these issues are almost resolved. Regular problems with long waiting times (up to 90 mins) still persist in some areas. The partners are aware and will be addressing the problems of late running and also providing signage to advise patients of the anticipated delay. **Action 9 (GPs)**
- **NOTE:** PPG members to continue sending to GK any issues they come across with the on-line system for appointments, prescriptions etc. GK will then liaise with the Practice to resolve them. **Action 10 (All)**
- The Virtual group set up by the Practice now numbers 15 members and the "test" survey had received 10 responses. Further evaluation and testing system functionality to be carried out (e.g. can the same person vote more than once etc ). **Action 11 (Sandra)**
- Frailty patients are now identified and "flagged" on the Surgery system.
- Patients will shortly be able to be booked in for an MSK Physiotherapy Telephone appointment via the receptionists. The start date for this service is Monday 5<sup>th</sup> Feb 2018.
- The Northern Hub project had reduced its options down to two (Cosham Park House and Cosham Health Centre) and feasibility studies are being carried out on both sites to determine the optimum site.

### **General Data Protection regulations**

This item was deferred to the next meeting **Action 12 (Mary)**

**A.O.B.**

GB suggested that he (and perhaps others) could provide assistance to patients attending the surgery in using the on-line services. Other options were to offer “classes” to patients who wished to enrol for them. This will be discussed further at the next meeting. ***Agenda item*** for next meeting **Action 13 (Mary)**

The future meeting dates will be 22/3/18; 24/5/18; 26/7/18; 27/9/18; 29/11/18: all at 7.00pm at the Drayton Surgery (Sanderson Suite).

Any agenda items for the next meeting should be sent to Mary by 9<sup>nd</sup> March.

Apologies for absence should be sent to Mary by 19<sup>th</sup> March