

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

**Date:** 24th May, 2018; 7pm, Sanderson Suite, Drayton Surgery

Notes for the meeting were taken by AP and GK.

**Present:** Mary Ramsay (Chair), AP, GK, LI, LM, Fr A, Sandra Jordan (Practice Manager), Dr Drake (GP).

**Apologies:** MV, SA

**Resignation:** JE (on health grounds); GB (for personal reasons)

MR advised of two possible members who would help reflect the demographics of the practice and awaiting response from them

**Minutes of the last meeting** were circulated to members and agreed by email to be an accurate summary.

### Matters arising from the Minutes: Feedback from Action Points

Action 1 (All). *Recruitment of patients to the virtual group (Patient Feedback Group)*

On-going

Action 2 (Mary). *Confidentiality slips and GDPR*. Confidentiality slips prepared and will be emailed to the group members to be signed. *General Data Protection Regulations (GDPR)*: See report from Practice Manager.

Action 3 (Sandra). *Plans for assisting patients with logging on and using on line system*. Not easy for anyone from PPG to do this due to data protection /GDPR – staff happy to assist with showing patients how to access online if asked to do so. Also could consider a “Help Sheet” if thought useful.

Action 4 (All). *Members to email suggestions for the virtual group name to Mary*. Done (see below)

Action 5 (Sandra/GK). *Meeting to discuss website pages*. Looked at the website and showed GK what we can change and what we can't. Made alterations as suggested/requested and hopefully now a little easier to navigate.

Action 6. (Sandra). *Producing latest newsletter*. This will advise about GDPR and will completed in the next few weeks by the Deputy Practice Manager/Branch Surgery Manager

Action 7. (Sandra). *Tweaking of new appointment slots*. On-going, as still trying to adjust ; however anticipate it will need to remain as different types of slots – i.e. Patient Partner slots and Online slots but trying to sort so can reduce the number of slot types

Action 8. (Sandra). *Email all patients to see if they were interested in joining patient feedback group (previously, patient reference group)*. Ready to send out to all patients for whom we have email addresses, now that the name has been agreed. Deputy Practice Manager and Branch Manager taking on responsibility for this.

Action 9. (Sandra). *Update on evening appointments*. There has been a brief hiatus due to some staffing changes/shortages – about to start adding back late Monday PM appointments (only at Drayton) for selected nurse clinics; also looking at offering additional early AM weekday appointments for nurse clinics and additional nurse clinics on Saturday AM once a month. Limited resources, so will be rotating the type of nurse clinic available.

Action 10 (Sandra). *Appointment of pharmacist*. See report from Dr Drake below

Action 11 (All). *Members requested to provide feedback on the Practice from members to the NHS Choices website would be useful.* One member has provided feedback to NHS Choices to date.

Action 12 (All). *Potential Survey Questions to be sent to the Chair.* Mary has now received a number of responses.

Action 13 (Fr A). *Fr A to check out Patient Calling arrangement at Wootton St.* On-going

Action 14 (MV/Sandra). *Layout of Practice Web page.* In her meeting with GK, Sandra pointed out that it was difficult to change the format of the web page, as it was determined by the central system. MV can pursue this further with Sandra if necessary.

Action 15 (All) *Members who cannot attend the meeting should provide email responses to relevant actions.* On-going

## **AGENDA ITEMS**

### **Report from the GPs**

Dr Drake gave an overview of staffing changes

- Dr Tolman will be reducing her sessions during July, before leaving in August
- Dr Parmar will return and provide 2 days (4 sessions ) per week
- Dr Panjar will provide 2.5 days (5 sessions ) per week
- Dr Gill will retire next year so plans are being made to replace him
- The new Pharmacist is with the Practice 3 days/week and, having recently completed her induction period, is now fully operational. This will help relieve some of the workload on the GPs, freeing up time for consultations.
- Recruitment of Nurse Practitioners and Paramedics is now complete, which should also help to relieve pressure on the appointments system.

Dr Drake advised of his recent telephone consultation training and that he plans for this to be rolled out in-house for all staff grades. It is believed that 83% of diagnoses are determined on the strength of the history presented by the patient, suggesting that a telephone triage system would be beneficial.

GK commented that he used the triage system just a few days ago and found it worked very well. He called the surgery mid-morning, got a call back from a GP late morning, saw a Nurse practitioner in person mid-afternoon, and a GP was also brought in briefly to confirm the diagnosis. GK asked Dr Drake how many of such triage calls requires an appointment at the surgery and it seems that only a small proportion do, thus avoiding unnecessary visits to the surgery.

Dr Drake advised that the annual flu vaccine would be made available to the surgery earlier than usual i.e. September. In addition, mid-week sessions would be made available as well as the usual weekend slots to ensure a higher take-up.

### **Report from Practice Manager**

Sandra completed her GDPR training last week, and reported on the GDPR requirement and the availability of leaflets and forms that are available via the Surgery Website and in hard copy at the Surgeries. These include Data Sharing Leaflet, Opt Out Form, Privacy Notice and a Text Messaging Poster.

New patients get a questionnaire and consent forms for receiving texts etc. Consent needs to be given for passing on clinical information e.g. for patient referrals, and also for

example, when insurance companies request it (although there is far less detail given for the latter). Patients may request to see the reports.

It is a requirement to prominently display the names of the GPs in the Practice at each site. There was discussion of the costs of the signage. An alternative (and most probably cheaper) supplier was suggested by AP. Since there was always a turnover of GPs, it was suggested that it was cheaper in the long run to have a more expensive sign with removable names, rather than provide new fixed signs each time a GP arrived or an old one left. It was noted that updated signage is now complete at Wootton St Surgery.

Sandra showed us a poster re. online consultations and referred us to a survey on the practice website.

### **Name of the Virtual PPG**

A number of suggestions were made by email to Mary, and these were circulated prior to the meeting. It was decided that ***Patient Feedback Group*** was sufficiently succinct, whilst reflecting the main purpose of this group i.e. to provide feedback to the Practice and/or to the PPG, and this name was therefore chosen. GK offered to liaise with Sandra over the resulting changes required to the Practice web site. [Action: GK/Sandra]

### **Survey Questions**

The options for survey questions were discussed and the final decision will be made at the next meeting. It was agreed that a “score” answer would be used for questions ( e.g. 1 to 5 with 1 being the lowest ) and that possible questions could include

- How would you rate your last visit to the Surgery
- How would you rate your experience of the Reception Staff
- How would you rate your experience of the Doctor / Nurse at your appointment
- How would you rate the Surgery Website

It was also suggested that an open text box could be provided to expand on the answer to each question if necessary. Mary will circulate a draft questionnaire to the group prior to the next meeting (Action: Mary)

### **A.O.B.**

FrA asked if there was any memorial event being organised for Alison Edwards, who had for many years been a specialist nurse in the Practice. Sandra will look into it.

### **The meeting closed at 9.00pm**

**Date of next meeting:** 19th July at **2.00pm** at the Drayton Surgery. (Note the new date and time)