

Low Moor Medical Practice

Meeting of the Practice Patient Participation Group

Thursday 12th October 2017

1. Members present: Bernard White (BW) (Chair), David Robinson (DR), Audrey Robinson (AR), Jean Wainman (JW), Christopher Wainman (CW), Maureen Rowland(MVR) (Practice), Alex Avis (AA) (Practice),

2. Apologies: Bev Monkman, Derek Butterfield

3. New members: Alex Avis introduced himself as the new Practice Manager, and PPG members introduced themselves to him.

4. Minutes of the Previous Meeting:

-The previously presented action plan has been accepted by the PPG and leads for each area have been nominated. An update is due with the CCG no later than December 2017.

-The additional signage for disabled parking spaces has been actioned and is now in place.

5. Role of PPG within the practice. Bernard White has spent the past 6 weeks, since taking over the group chair, trying to ground the role of the PPG, spending the time on CCG's courses. BW did a presentation on the role of the PPG, Details of these presentation are attached to these minutes.

6. Practice Health Champions. More volunteers as Practice Health champions are required, but equally, more PHC's are needed on the PPG to make the two groups a cohesive unit.

7. Practice Managers report.

-AA reported that the first flu clinic had been a great success two weeks ago, with higher than usual numbers arriving on this first date. Two more drop-in clinics are planned for Saturday 14th October and Saturday 4th November. These will be followed by a children's' flu vaccination session on Monday 13th November.

-AA thanked BW for the help he and Bev Monkman had given collecting and collating the friends and Family Questionnaires through the week and at the Saturday flu clinic. The results of these can be seen at the end of this report.

-The difference between trivalent and quadrivalent vaccines was discussed.

-Also discussed were the funding differences between the practice and the local pharmacies. DR asked if the practice was funded to favour one local pharmacy over another, this is not the case and practices should not favour one pharmacy over another.

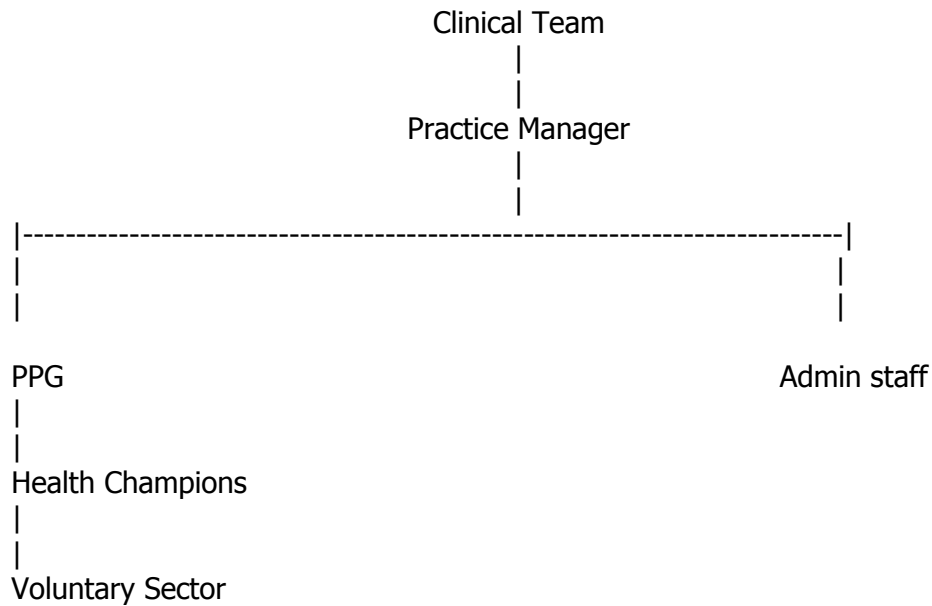
- The group were advised that the reception team now triage incoming phone calls to ensure the patient is given the best access to the services they require and to ensure that urgent calls don't get lost in and amongst calls for medication etc.

8. AOB. DR mentioned that he felt the Friday morning blood clinic shouldn't be called a drop in session as patients can't just decide to have their bloods taken when this has not been requested by the GP. It was pointed out that the clinic is indeed a drop-in as booked appointments are not used and the clinic is based on a first come first served model. Patients coming for a blood test should have been referred in either by one of the practice clinicians or a specialist from the hospital.

9. Next meeting. Monday 20th November 2017 at 10.30 am.

Low Moor Medical Practice

WHERE THE PPG SITS IN THE PRACTICE



THE ROLE OF THE PPG

- To satisfy patient needs
- Improve patient experience
- Consider and act on feedback
- Critical friend
- Improve patient services
- Fill gaps in services
- Deal with difficult decisions
- Support the Health Champions
- Improve communications
- Assist with Health promotion events
- Fundraising to support PPG
- Be open minded
- Support the engagement

ROLE OF THE HEALTH CHAMPIONS

- Improve Health and Well-being of patients
- Motivate patients
- Influence the development of services
- Sign posting patients
- Encourage other to become Health Champions
- All Champions will receive appropriate training

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PPG ACTION PLAN TO 31/03/18

- Recruit for PPG and PHC
- Identify Voluntary Sectors
- Take on responsibility for publicity materials in the waiting area
- To start regular coffee mornings
- To undertake regular patient surveys
- To assist with the production of a regular news letter
- To stage an event highlighting the problems of dementia sufferers and their carers.

The work we can do is only limited by the number of volunteers

Low Moor Medical Practice

Friends and Family survey results

September FINAL REPORT

Summary

Date	Number	Extremely Likely	Likely	Neither/ Nor	Unlikely	Don't Know
12 th Sept	22	19	2	1		
14 th Sept	28	17	9	2		
18 th Sept	14	10	1		3	
20 th Sept	9	6	2			1
26 th Sept	17	15		1	1	
TOTALS	90	67	14	4	4	1
% of total		74	16	4.5	4.5	1

Analysis

Comment	Number	% of completed forms
Doctor's behind time	20	22
Not able to see chosen doctor	10	11
Difficulty making an appointment	7	8
Receptionist's attitude	2	2
Doctor's attitude	19	21
Reordering of Prescriptions on line	3	3
Signposting for non-medical support	4	4
Other	8	9
No Comments	17	20
TOTAL number of completed forms	90	100