

PPG MEETING MINUTES

Hadleigh Boxford Group Practice

PPG Meeting Minutes

Date:	Tuesday 25 th September 2018 (1000 – 1200)
Present:	Dr Iain Lyons, Tracey Squirrell - Practice Manager, Penny Cook (Chair), Paul Hodgkin (Vice-chair), Mike Turley, Ellie Allman, Jan Devey, Diana Hunt and Lisa Bearman (Minutes Secretary)
Apologies:	Polly Shearly-Sanders, Tracey Loynds, Frances Tebbut, Jill Howlett
Guests:	None
Chair:	Penny Cook
Minutes:	Lisa

No:	Item:	Discussion:	Action:
1.	Introductions Minutes of last meeting:	Possible new member, Marion Donovan it would appear may not be joining after all.	
2.	Agree Minutes of Last Meeting:	Minutes of last meeting were signed off by Chair.	
3.	Actions/matters arising:	<ul style="list-style-type: none"> ● Flu event <p>It had been decided that no tea and coffee facilities would be available at the Flu Clinic this year because of logistics.</p> <p>The PPG could erect the 'PPG pop up banner' and video on screen. Survey forms could be given out.</p>	
4.	Representation:	<ul style="list-style-type: none"> ● Business Practice Meeting <p>These occur on the 1st Monday of the month in the same month as the PPG meetings). Ellie and Diana will attend the November meeting and Mike and Jan will attend the January 2019 meeting</p> <ul style="list-style-type: none"> ● Comm group will consist of Ellie, Jan, Penny and TS ● VPPG will consist of Paul and Mike ● Coast/Country ● Ipswich & East Suffolk (CCG) 	
5.	Care Navigation feedback:	<p>Care navigation is an accepted need for the NHS. There appeared to be a lack of understanding about 'care navigation' from patients, but once this was explained to them, they were happy with the process.</p> <p>Care navigation had not had a massive impact on the practice. Its full impact would take about a year to see. Previously 20% of patients seeing a doctor did not need an appointment to see a doctor, now this was down to 13%. It is just that options are now offered to patients.</p>	

		<p>TS mentioned that there had been no adverse events or complaints about actual care navigation. She had however had two complaints from patients saying it was taking longer to get through to reception in the morning because conversations were obviously taking longer.</p> <p>The PPG asked where we were on training on care navigation. The receptionists had attended two meetings, they had also attended another practice and had had other internal ongoing meetings. There was no more formal training available and there had been no adverse incident reports.</p> <p>TS reported that as there had been no major issues or complications, she was not sure of a need for more training.</p> <p>IL stated that he would identify any issues the receptionists had and they would be asked if they felt confident with care navigation and whether they felt there were any 'gaps' and if they felt they needed further training.</p> <p>It was felt that in general it was mostly going ok and the care navigators are doing a great job.</p> <p>An online care navigation system would cost approximately £3,000 for new software, whereas we currently pay only £350. The doctors have decided to pause this for one year to consider the full impact of the existing new care navigation system.</p>	IL
6.	Surveys:	<p>The surveys will close by the end of the month. There had preliminarily been 360 responses. 65% of these rated the practice as very good, 30% was good and 5% ok. There were no poor or very poor results.</p> <p>Common themes mentioned were weekend opening, parking issues and getting through on the telephones in the mornings.</p> <p>Most patients asked were happy to sign "Who can see my health record" consent forms.</p> <p>It was suggested that to increase online appointment booking, login details could be given to patients when they register with the Practice.</p> <p>In relation to education and awareness patients expressed they would like more help in order to become more physically active, to lose weight, give up smoking and cut down on alcohol.</p> <p>Mental health support and signposting are to be looked at.</p>	
7.	Inactive to Active:	<p>It was felt there was a genuine need for Inactive to Active to proceed.</p> <p>We have received six months of funding to support Inactive to Active. This has been kindly arranged by Tracey Loynds at South Suffolk Leisure.</p>	

		<p>Janet is employed by South Suffolk Leisure and will start on 31 October. Funding will be for 26 morning sessions with some at Boxford.</p> <p>Janet will come in the morning and say hello to the doctors and nurses and will then be booked to see patients about what they may want to do. The patients will then be phoned to book in appropriate exercise sessions. There will be a fee for some of the actual classes, but some will be available free.</p> <p>TS to set up a meeting to include the nurses, as the nurses will be a useful tool in signposting appropriate patients to Janet.</p>	TS
8.	Leaflet Room Use:	<p>It was felt that the leaflet room was not used to its full potential. Some of the leaflets were old and out of date. An inventory had been started by Jan to index the leaflets, but this had been very time consuming and the question was asked if the leaflets could be done away with totally?</p> <p>It was felt that a computer in the leaflet room could be set up to show patients the different forums and websites for existing health conditions. TS to look into computer cost and ask charity for funding?</p> <p>The PPG could also use the computer in there.</p>	TS
9.	Future projects:	<ul style="list-style-type: none"> ● It was agreed that Ellie, Mike and Paul would meet together to draft a report regarding the survey to be put in the Community News. ● Enough to keep going to AGM ● Agenda to next meeting ● Awareness Week 2019 ● Pop ups at Morrison's/Co-op ● PPG awareness ● Flus – feedback from this year to be looked at. Promotions need to be started earlier – although they did start in August! 	
10.	Patient feedback – car park:	<p>There had been two complaints in the last week about the car park. These were at 1pm – the car park was full - but there are no surgeries at this time.</p> <p>It was agreed that TS could look into improving warning notices and possibly an electronic notice could be put on the screens in the waiting room about parking.</p>	TS
11.	AOB:	<ul style="list-style-type: none"> ● Paul will set up a Doodle Poll for meeting dates - could future dates be more flexible? Could some meetings be in the afternoons? ● NHS to roll out a smartphone app. 	PH

		<ul style="list-style-type: none"> ● VPPG – need to increase membership. There is not a lot of activity. Need to stimulate some activity – could use survey statistics. ● Practice news: There are now 6 female and 5 male doctors. Dr Pettitt starts today, it is Dr Gray’s last week before she goes on maternity leave and Dr Moore-Smith is a locum starting. ● Community News – Mike will prepare a piece to go in the Community News on prescriptions over the Christmas period for both people going away over Christmas and also for visitors who may be staying locally. ● Brexit changes for Spring. ● Thank you to reception staff for previous refreshments. 	MT
	Next Meeting Dates:	<ul style="list-style-type: none"> ● 27 November 2018 ● 22 January 2019 AGM 	

Signed as accurate (on behalf of BM Membership):

Name and signature:

Date: