

PPG MEETING 4th MARCH 2014

PRESENT: Pat Lunn, Chair
Heather Swindell, Philippa Lloyd, David Walker, Gillian Roberts, Sue Bull, John Riley, Ann Mack, Judith Clay, Pat Miller, Dan Zamoyski, Shaun Snow
Nick Derbyshire, Practice Manager
Nicola Turner – Reception/Secretary - Minutes

APOLOGIES: Wendy Riley, Alan Pigott

Resignation:

Billie Reeves has resigned from the PPG. A letter of thanks has been sent to the member. The PPG meeting agreed that Billie had made a big contribution over the years and all the work carried out was greatly appreciated.

Minutes of Last Meeting January 2014

Amended version from Dan Zamoyski – approved

Confidentiality Statements

It was agreed that all members of PPG should sign a Confidentiality Agreement. At the last meeting all members present signed a Confidentiality Agreement. All new members are to complete the Agreement. This is recognised by the National Association of PPG's

Information received from the National Association for Patient Participation

The National Association are a source of information for PPG's.. The Practice is now a member and has received a Certificate which the Group have asked is displayed

PPG's 10th Anniversary

Nick Derbyshire reported that this year is the 10th Anniversary of the PPG. The PPG at Bakewell Medical Centre is the oldest in the area. Nick asked the PPG for any ideas they had. One of the suggestions was that the PPG and Bakewell Medical Centre Health Professionals meet so that the PPG can familiarise themselves with the staff.

Patient Issues

Nick explained to the PPG members that the surgery were looking at changing the current appointment system. The current system was explained. There are around 30/40% of appointments prebookable up to two weeks in advance. The remainder are bookable on the day (although sometimes GP's will book these themselves if they feel they need to bring someone back in urgently) and demand is often so high that by 8.15 am on some days there were no appointments left. (however, there are sufficient appointments across any week to meet demand although this is not necessarily with the patient's first choice GP) The demands of some patients were impacting on the

Administration staff. Nick explained that on a daily basis now the Reception staff had to deal with increasingly abusive and aggressive patients with unrealistic expectations especially in the current NHS climate of increasing workload and limited resources. Three examples were given to the PPG members of patient's unacceptable behaviour. Nick explained that himself and Jill, Assistant Practice Manager, were on hand to deal with any difficult situations. At staff appraisals most of the admin and nursing staff mentioned the often aggressive and unreasonable behaviour from patients as being the part of their jobs they disliked the most and some were finding it increasingly difficult when this is such a regular occurrence. DZ suggested that a letter be devised which could be sent to patients who were constantly difficult.

Options to change the appointment system were discussed such as triaging patients – this would ensure the patients had made an appropriate appointment. Some patients make appointments which are not necessary for a GP to see them (GP's say that possibly 30% of patients seen could self medicate or simply need not to have been seen). Having more pre-bookable appointments available for the day was another suggestion, making all appointments pre-bookable but as ND explained can lead to a bigger 'Did Not Attend' rate. It was suggested that maybe a message be put on the telephone that admin may ask basic questions to ensure patient is booked into correct appointment ie with the most appropriate health professional. The suggestion was also made that an alternative appointment, perhaps the following day, could be offered

It was also suggested that some patients probably get irritated by music playing and maybe pre-recorded messages could be installed.

Nick explained that even though every patient has a named GP it did not necessarily mean they had to see that specific GP. All GP's could see any patient as records are shared between all GP's at the Practice. Some patients are not happy to see the GP registrars. Some patients are adamant they need to see a specific Dr and will not entertain booking in with someone else. Reception staff explain to patients when booking an appointment that any Dr can access their patient records.

A training session has been arranged for all staff in respect of dealing with aggressive and rude patients.

The members of the PPG have been asked to email any suggestions to ND about how they feel the appointment system could be improved.

2013-2014 PPG Enhanced Service –Summary of 2013-14 Patient Survey

Nick went through the patient survey. As previously agreed by the PPG he reminded everyone that the questionnaire had been a bit more complex to encourage patients to think about ways of changing the availability of GP's in particular. Some patients – despite years of communication in different formats - were not aware of the extended surgery hours, eg; late evening surgery and early morning surgery. The majority of patients preferred to see the same Dr. It was explained that as Bakewell Medical

Centre is a training practice there are more appointments available and patients need to be prepared to see a number of GP's. Some patients were happy to wait for an appointment with a Dr of their choice. If it was an urgent problem then patients were more likely to see any Dr.

It was suggested by a PPG member that a notice board be put up in the waiting area with photographs and names of GP'S/Registrars so the patients were familiar with the staff. It was explained that GP Registrars were at the surgery for 4 months in their first year and then in the 3rd year they were at the surgery for a year. Obviously with changes patients were unfamiliar with the staff and so wanted appointments with the Dr's they were familiar with.

Action Plan as a result of this year's surgery

ND to ~~de~~ draft report which needs to be on the surgery website by the end of March

The future of the Patient Participation Enhanced Service

Two thirds of the funding for this is being withdrawn as is the need for an internal patient survey in the future.

Review of last year (2012-2013) Action Plan

All completed on Action Plan

Any Other Business

Steering Group – North Derbyshire Clinical Commissioning Group Network – Dan suggested that the PPG members like might to comment on a document he has and. He suggested that he would email it to ND who could forward to any members with an email address for their comments. The next meeting for the Steering Group is the 12.3.14.

DATE OF NEXT MEETING: TUESDAY MAY 6th AT 6.30PM

