

## PPG MEETING 10<sup>TH</sup> SEPTEMBER 2013

**PRESENT:** Pat Lunn, Nick Derbyshire, Dan Zamoyski, Sean Snow, John Riley  
**APOLOGIES:** Bill Kirkland, Billie Reeves, Wendy Riley, David Walker, Heather Swindell.

**MINUTES OF LAST MEETING (JULY 2013)** Approved.

**MATTERS ARISING:** None

**FLU CAMPAIGN:** Last year's results were the best in the Locality, Bakewell being closest to targets. This year's campaign started in September with appointments now being taken for clinics beginning of October. This year there are several more groups to vaccinate with a 2-3 year old cohort whose clinics will be Saturday mornings, and shingles for the 70 and 79 year olds, (this being a one off lifetime vaccine.) All nurses and doctors will be vaccinating at the clinics and will also be giving vaccine opportunistically at appointments. The CCG will be advertising flu campaigns in local papers and the surgery will be promoting through leaflets, notices and the newsletter. Those in the target groups for the shingles vaccine and 2-3 year old flu would be written to.

Shaun asked who set and monitored the targets. Nick said all done through the Department of Health and although there were no penalties currently for not reaching targets, this may come in the future. It was a very time-consuming exercise for the surgery but all part of best patient care.

The Chair spoke about the diverse uptake of vaccinations amongst hospital staff; some fully vaccinated with others running only at 10%. Nick said there is a very high uptake at Bakewell but that staff were invited rather than compelled to be vaccinated.

Sheila will contact Derbyshire Carers who have offered to attend during flu clinics to identify carers and help with any carer issues or problems. It was suggested that the PPG attended the flu clinics to show a presence and help give out questionnaires.

**PATIENT DATA EXTRACTION:** Under Health and Social Care Act the HSCIC are allowed to extract patient information. This is coded information and the only identifiers are NHS number and date of birth-not the patient name.

This exercise was to allow for more effective commissioning. Chair asked if data was to avoid hospital admissions –this may be a part of it but it is far more widespread looking at future NHS needs. Eight weeks notice given to surgery to inform patients and this will also be done through websites, leaflets, and newsletter. Dan informed group that one year ago he had registered with HSCIC and that the name will now change. Dan will pass this on to Nick.

**PATIENT COMPLAINT SYSTEM:** Dan had emailed a Pulse article to Nick who explained that previously complaints –if not resolved at Practice level- could go through the PCT and eventually to the Ombudsman. These will now go through NHS England via an email based system (but apparently there is a huge backlog). Nick emphasised that most complaints go through the surgery and are dealt with satisfactorily. This is preferable to the surgery because it means in cases of errors or bad patient experiences suitable action can be taken to improve. Dan asked if group were aware of a recent survey asking patients if they had a complaint would they take it to the surgery and the majority of respondents had said no, Nick informed the group that the volume of complaints has grown so may infer more people willing to complain to surgery in first instance. Pat had asked if the survey was age based and Dan thought not.

**PATIENT SURVEY:** Nick reported that the next one now due and a discussion followed on what questions would best solicit information that would allow practice to improve their service. It was felt fewer questions which were more tightly focussed would be the best system.

There were various suggestions on the means by which the survey be distributed; online a possibility (*post meeting, Nick had spoken to website designers who had confirmed they could do this*). Dan thought a house drop with completed surveys being left in designated areas such as the tourist information and chemists. Chair suggested targeted groups such as the Medway disabled users group. Dan suggested a question asking how often patients had required an appointment outwith normal surgery opening hours. Nick thought similar question presented in past survey and would try and find to send to Dan. Dan would give further thought to the question.

Shaun shared the experience of his elderly neighbour who visited to have bloods taken with nurse. The appointment was changed and taken by a doctor who failed to give name. This can be upsetting for some vulnerable people and asked that the staff always give names and ask the patient how they wished to be addressed. Some people were concerned that their doctor appeared to show 'Pooled'. Nick explained that this was a temporary technical issue outside the Practices control which has been resolved since Dr Clayson became a partner but appreciated sometimes little niggles can be important.

It was provisionally agreed that the following areas be covered in the survey: Opening Hours; Getting Appointments; Little niggles.

Nick will write some provisional questions and email to the group with a view to getting the survey underway by October.

## **AOB**

Chair informed group she had been in touch with new Locality Manager Naomi Compton who is hoping to get to all the surgeries in her area and has agreed to attend a PPG group in the near future.

Chair passed on an issue raised by David Walker who asked if patient could be contacted when results are received from the hospitals. Nick explained that patients are always contacted with urgent results and rung by the receptionists, often repeatedly if patient is unavailable, for the patient to see or speak to the doctor. In the case of routine investigations –or perhaps slightly abnormal-it would not be possible to contact patients and the surgery believed it only reasonable that patients be responsible for some aspects of their own health. Each patient is asked verbally or handed a slip after having a test to contact the surgery for the results

A large number of yellow cards has been printed and it was agreed that:

- Dan will take to the library, childrens centre and day centre
- Pat will take to CBS and Agricultural Centre
- John will take to Medway

The local chemists can be given some when their collect scripts from the surgery

**DATE OF NEXT MEETING : TUESDAY 5<sup>TH</sup> NOVEMBER AT 6.30PM  
(Group to consider Constitution)**