

## MINUTES FROM PATIENT PARTICIPATION GROUP

**TUESDAY 7<sup>th</sup> OCTOBER 2014**

### Attendees:

From the Practice:

- Carol McAndrew
- Mandy Weale

Patients:

- Jacqueline Evans
- Robert Hargreaves
- Barbara Hargreaves
- Kenneth Leedham
- Terence Blakely
- Barbara Bown
- Catherine Hughes
- Oliver Buckley

Apologies:

Helen Vickrage

Minutes from last meeting were approved and signed off.

**Survey Results** - Jackie Evans and Helen Vickrage attended the surgery on a couple of occasions in August to speak to patients and ask patients how they felt the service the surgery offered could be improved.

In total 62 patients were full of praise for all the staff and commented that staff were pleasant and helpful. Patients were generally satisfied with all of the services they received. There was also a mention for the regular Locum, Dr Mehmood, who patients have warmed to.

We discussed how to notify patients when a Doctor/Nurse is running late and the Practice Manager explained how she had enquired about a new screen where the Practice could add their own personal messages, however the cost was too high. PPG members suggested the Doctors/Nurses themselves letting patients know if they are running late when they call the next patient in.

We also discussed taxi driver medicals. Dr Vino carries out taxi medicals for Solihull Metropolitan Borough Council on Wednesday and Friday mornings. Some patients felt these should be done outside of surgery hours. However, the medicals are carried out when Dr Vino's is not working at the Practice and it would not be cost effective to employ staff to work outside normal surgery hours.

For other suggestions and comments see the September newsletter.

**Winter Warmth** – It's that time of year when we start to think about darker nights, frosts, snow and the annual Winter Warmth Campaign. The campaign is led by SMBC and Age UK Solihull.

This year they are looking to:

- Provide timely support and assistance to vulnerable residents to prevent crisis occurring.
- Provide emergency equipment and assistance when heating breakdown occurs
- Provide a referral mechanism to a range of services provided by internal and external partners.

- Provide a proactive approach to targeting those most at risk during the coldest periods.

With the aim of:

- Identifying and supporting those in Fuel Poverty
- Reducing Excess Winter Mortality rates in Solihull
- Reducing admissions and supporting timely discharges from hospital.
- Helping professionals to support their client groups.

For further information please ask reception for details.

**On-line Access to Medical Records** - this is due to start in April 2015 and Practices need to have a plan in place ready for this to go ahead. We discussed how patients may not necessarily understand what is in their records, however from next April it will only be medication, allergies and problems that patients can view (similar to their summary care record). We should have more information nearer the time.

**Friends and Family Test** - from 1<sup>st</sup> December 2014 it is a contractual requirement that all Practices undertake the NHS Friends & Family Test (FFT).

The FFT question asks if people would recommend the services they have used and offers a range of responses. When combined with supplementary follow up questions the FFT question provides a mechanism to highlight both good and poor patient experience. The free text responses are a good source of information which allows Practices to consider the comments being made by patients. Practices can use this feedback to celebrate successes and also to help improve services where possible.

We agreed to meet again in February 2015 to discuss some of the results.

**Any other business** – Catherine thought it might be useful to set up a folder for the waiting room 'things you didn't know...' For patients to read about the changes in the NHS and the affect it has had on GP surgeries. The Practice Manager will collate some facts and figures with the help of the Practice Nurse and liaise with Catherine.

**Chair: Kenneth Leedham**

**Secretary: Jacqueline Evans**

**NEXT PPG MEETING ARRANGED FOR TUESDAY 3<sup>rd</sup> FEBRUARY AT 6.30pm**