

## Minutes from PPG Meeting 31<sup>st</sup> July 2019

**Visitor** - A representative from a successful PPG in Chilwell came to share their experience of PPGs and some of the things they have done as a group.

Introductions and welcome - Liz welcomed everyone current members, new members and visitors Everyone introduced themselves and said a little about themselves.

Letters had been sent to all the local religious groups and known community groups inviting them to attend the PPG or send a representative .

Ideas produced for increasing patient engagement:

- CPR training – had awareness day at chilwell. Persuaded younger members to come. It was suggested that we contact EMAS to organise investigate further – Chilwell have held dementia awareness sessions and an afternoon training on what to do in emergency. They held an event in hotel with money from University and county council. (Trent University near us so could approach them). In chilwell 200+ attended. Just had leaflets picked up in surgery as advertisement? Liz to speak to practice manager of chilwell.
- Autism and ADHD education afternoon
- Healthy Heart education afternoon
- First aid afternoon
- When we pick an educational afternoon- target patients who suffer with the problem
- With younger members, go to baby clinic as they may have toddlers or Family Planning clinic.
- Complete the PPG noticeboard – RW to organise
- Send texts about PPG (reminders) – This led to a discussion on consent
- Invite a dietician to come in
- AB to follow up the initial contacts with community centres and libraries
- Review more education afternoons – mental health? The effects of ageing (minus disease) what to expect when you age. HCOP?

### **Annual Flu clinics**

This year the practice will need over 65 and under 65 clinics as the vaccine will be coming at 2 different times. There was a discussion about how to accommodate the annual MacMillan coffee morning this year and whether we could manage a Macmillan coffee morning on both occasions. It was suggested that the raffle could run over both days rather than trying to divide it in half. The big question being who would do cakes- It was suggested by BH that we approach University and request volunteers and ask Cake Society if they would be able to assist.

### **FMC park run Saturday 30<sup>th</sup> August at Colwick Park**

This is being organised by Dr Crofts-Barnes on behalf of the practice and members were invited to take part and it will be advertised to all from the beginning of August.

## **Feedback from Patients**

The patient survey undertaken by the PPG was discussed. ( See attached results ) It was noted that the participants were not representative of the overall patient demographic but bearing this in mind a number of trends were identified.

## **Results of the IPSOS MORI poll**

**For the full details see <https://gp-patient.co.uk/>**

There were many positive responses and it was pleasing to see how the receptionist feedback had improved over the last year however it was worrying that only 36% said that they were able to see their preferred GP. It was suggested that one of the reasons may be that with GP learners and new partners patients are not aware of the names of the newer GPs and will always ask for the ones they remember the names of ie those who have been with the practice the longest

After discussion within the group one suggestion was to Set up a “welcome to the team” board of staff . CK showed a picture of a similar board in the NHS.

The group felt that managing patient’s expectations- is a society problem. E.g. patient complained about ambulance not being there in 10 mins.

- It was suggested that some countries do not have a GP system and patients would therefore have different expectations and patient education on the current system at FMC might help. EP and RW to look at producing a “ how to make an appointment leaflet into eastern European languages – to explain system at FMC.

## **Online services**

### **The practice is struggling to increase uptake of online services – New patients can be signed up if they have ID or can sign up via the app.**

Discussed making telephone appointments online and appointments for blood tests. It was thought possible to put all the nurse appointments online as the length of the appointment is dependent upon the reason.

It was noted that the telephone appointments can be booked in advance and the name of the doctor is on each session. It was suggested that there is a need for a more intuitive online system- for repeats for patients online. There was a long discussion about the wider online services and SystemOne and whether it was possible for this to be in different languages.

## **Update**

The PM updates the group on recent changes. She gave a brief explanation of the development of the local Primary Care network made up of Bakersfield MC, Greendale Primary Care Centre, Windmill Practice, Platform One, The Family Medical Centre, Well spring and Victoria and Mapperley. She also updated them on the changes of Foundation doctors and Registrars on 7<sup>th</sup> August when the rotations change.

**AOB**

One member raised the wider issue sharing of data – e.g. by ambulance or ED and what was the risk of hacking. The PM explained about the summary care record.

The group wanted to know why the practice list is rising – there have been a number of practice closures and an increase in house/flat building within the practice area.

**The next meeting will be on Wednesday September 18<sup>th</sup> @2pm**