

THE GREENWAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

MEETING – TUESDAY 19TH MARCH 2014

PRESENT: Dr A Cameron - GP
Pam Fortune - Practice Manager
4 Patients

Apologies: 2 patients

INTRODUCTIONS

Two new patients attended and therefore introductions were made.
Dr Cameron explained the purpose of the group and activities to date.

REVIEW OF LAST MEETINGS

January 2014 Only one patient attended – cancelled.

November 2013

Meetings -

Discussion suggesting trying meetings at different times i.e. during the day, may be as a coffee morning – not happened as yet. – To try this year.

Mid Yorks reconfiguration -

Dr Cameron updated the group on progress – happy to be able to inform tonight that this will now go ahead.

Dr First

The new appointments system working well, patients like it - still working well

CCG Board

Dr Cameron informed the group he has been co-opted to work with the board for 6 months
Dr Cameron announced tonight that he intends to apply to be a permanent board member.

TONIGHTS MEETING

FEED BACK FROM NORTH KIRKLEES PATIENT REFERENCE GROUP

Mrs C -Feedback from North Kirklees Patient Reference Group Meeting Wednesday 13th November 2013 and on 12th February 14

November 2013 was the inaugural meeting for this group

There were 16 practices represented

CCG presented the NHS changing landscape

The terms of reference were established

Networking and Patient engagement were discussed.

February 2014

The minutes from previous meeting were agreed

An advisor, Clare Costello, from Health Watch attended to inform the group regarding their purpose and activities. Representatives from Mental Health, Social Work, Bernados were in attendance. Healthwatch is a government sponsored group and therefore have the right to gain access to for example hospital wards to look at things that could be improved.

Pamela Lees, a Self Care Project Co-ordinator from Kirklees Council, attended to inform the group about the Self Care Hub. The Self Care Made Simple project was discussed.

Jackie Holdich –Head of Primary Care, Kirklees Clinical Commissioning Group attended to give an update on the Primary Care Strategy document and work plan as well as how to involve the group in service re-design.

Mrs Cooper also advised the Practice Participation Group that she would be attending at meeting regarding patient transport at Mid Yorks and would report back.

PATIENT SURVEY ANALYSIS

The survey was carried out to gain patient opinion on how well the practice communicated with patients with regard to changes or developments within the practice. 100 surveys were given out with 97 returned, although not all were totally completed, with some options remaining “unticked”. The practice currently uses the practice website, posters in waiting room, counterfoils of prescriptions, Sms testing.

Website

65% of those asked knew about website
but 61% never log on.
32% didn't find the website useful.

Newsletter

77% had never seen a newsletter
38% found the information useful

Prescription Counterfoils

56% had seen information on prescription counterfoils

Online Services

62% said they didn't know prescriptions could be ordered and appointments made on line.
There is mixed use of this service
On line appointments use is dropping
Order repeat prescriptions on line is increasing

**one patient in attendance “didn't trust it, it hadn't worked for me” and they were offered the opportunity to come into practice and do a test run with help from staff.*

Texts

45% said they had received a text
Since November 2011 13156 texts have been sent to patients.

Emails

When asked if patients would like to be able to email the practice regarding medical problems
53% responded no 9% did not answer

Communication

92% answered that communication from the practice was satisfactory or excellent.
This was across a variety of methods.

PPG

65% of patients didn't know the practice had a PPG

84% didn't know what it is for

A copy of the full results of the Patient Survey will be posted on the website and available upon request from reception.

PLAN

- ✚ Encourage a patient from the PPG to keep the practice website updated
- ✚ Arrange an online services promotion day
- ✚ Continue to use all current methods of communication
- ✚ Arrange a PPG meeting during the day .
- ✚ Have a guest editor spot on Practice Newsletter
- ✚ Promote virtual PPG
- ✚ Ensure an email address is requested on the new patient registration form.
- ✚ Look into a better information screen in the waiting room.

ANY OTHER BUSINESS

Dehydration in the elderly

- Elderly patients who become dehydrated end up “delirious” and end up in hospital, and often frightened
-a buddy scheme would be nice , but not feasible with numbers in going forward at present.
The group assured that GP's are aware and look for underlying causes.
- No follow up after lengthy admission from the practice.
?Should we have a practice policy to contact patients (other than in Care Homes –DES)
On discharge from hospital --- To be discussed at a practice clinical meeting.
- Patient aware of a practice where all the Doctors answer the phones in the mornings – says saves time. ? Dr First
This is similar to our current system.
- **Dr Sarah Johnston is joining the practice in May – providing two extra sessions.**