

## The Hollies Medical Centre Patient Participation Group (The Hollies Patient Forum)

### Minutes of Meeting held 6<sup>th</sup> June 2016

**Present:** Mike Loughlin (Chair), Patrick Harding (Vice chair), Tom Baker, John Vear, Angela Taylor, Katie Whitehead (Practice Nurse), Dr Richard Harvey (GP), Nicola Simpson (Practice Manager)

**1. Apologies:** Pam Coates, Sylvia Harvey, John Laxton, Chris Armes, Ernest Shoebridge, Judy Bizley

#### **2. Minutes of PPG meeting held 7th March 2016**

The minutes were accepted without modification as a true record.

#### **3. Matters arising from the above mentioned meeting:**

**Refurbishments:** still minor work to be finished before decorating work can be carried out.

#### **Care Quality Commission inspection:**

Nicola and Richard reported that the visit had passed off very well and that the feedback forms from patients had all been very positive. The overall score (and this was the same for every section of the report) was **Good**. There was some surprise that we had not achieved any **Outstanding** reviews (especially on patient access to appointments on the day) but the whole report was positive with only minor criticisms, including the absence of a hearing loop system – Nicola has already purchased one! The next inspection will be in 5 years and the meeting expressed the hope that we could receive more guidance from the CQC as to how to become 'outstanding'.

#### **Opinions of new patients:**

All new patients are now asked to include their e-mail address so we plan to send out a short questionnaire to this group to get feedback. **ACTION:** Mike and Patrick to draft and Nicola to send out.

#### **Non-attendance for Appointments:**

The meeting welcomed the well-written text prepared by Ernest to be placed on our notice board and on the Hollies website. It was suggested that the report could include numbers as well as percentages of missed appointments and could point out that the saving was not just a financial one for the practice. Angela suggested that it would also be more effective if we could include a picture (empty chair?). **ACTION:** Ernest to make minor changes and then the report can be placed on the board and website.

#### **Constitution, Notice board and Website:**

Mike has updated the Constitution and Terms of Reference to include sub-groups and the virtual group. The final document (dated March 2016) was circulated to Nicola, Richard and PPG members and placed on the PPG notice board and Hollies website.

**Summary of PPG activity:**

Mike has produced this and Nicola has sent it to the virtual group.

**New Name for the group:**

Following voting by both the PPG and the virtual PRG group, the clear favourite was – **The Hollies Patient Forum** – welcome to our new name!

**Social evening:**

The group gave thanks to Tom for hosting such a good evening.

**4. Person Centred Care Planning**

Katie Whitehead, Practice Nurse, spoke about the involvement of the Hollies in this new, locally enhanced, commissioned service. The Hollies have taken patients who are pre-diabetic as their sample group. This involves detecting (from blood glucose tests) patients likely to be at risk of type 2 diabetes and inviting them in for a review of their health and how to manage it. Over 70 patients were sent a questionnaire which asked about how engaged they were in their own health care and were invited in for an hour long session with one of the nurses. This session included advice about local support workers and a range of other issues. These sessions are followed up by a phone call and a further feedback session 2-3 months later. This time consuming approach is financed so does not influence waiting times for other patients. Not only will this help reduce future costs to the NHS but should also improve the quality of life of some of our more vulnerable patients. We thank Katie for her very lucid account of this new initiative.

**5. Carers Week 6-11 June 2016**

It appears that some 10% of our patients fall into this category. Mike, Tom and Patrick will be helping to draw attention to the notices and booklets in the foyer.

**6. Building Better Participation – NAPP document**

Mike had previously circulated this and produced a handy summary – it now appears we can contact patients if we are prepared to leave our e-mails and they contact us first. Mike and Patrick offered to try this by displaying their e-mail addresses on our notice board.

**ACTION:** Mike.

**7. Action Plan for 2016**

Mike has produced a table with dates for the year showing activities so far and on-going plans.

We need some-one to offer to take over the updating of our noticeboard. **ACTION:** Mike to send out an e-mail request to all the group members.

Angela suggested that we might have a Facebook page: **ACTION:** Angela to look into this idea.

**8. AOB**

Nicola reported that over the last 12 months (mostly since January 2016) the patient list has increased some 10% to over 8,000. Her aim is for 9,000 by September 2017 and this will

allow additional use of some of the part-time GPs already employed by the practice, hence not influencing the ability of the practice to offer same day appointments.

**9. Date of next meeting: Monday September 19<sup>th</sup> at 6.15 pm**

PH/07/06/16