

## The Hollies Medical Centre Patient Participation Group

### Minutes of Meeting held 7<sup>th</sup> March 2016

**Present:** Judy Bizley (Chair), John Vear, John Laxton, Ernest Shoobridge, Terry Dixon, Mike Loughlin (temp secretary), Walter Hirst, Patrick Harding, Dr Richard Harvey (GP), Nicola Simpson (Practice Manager)

**Apologies:** Sylvia Harvey, Tom Baker, Angela Taylor, Chris Armes, Pam Coates.

**New member:** Judy welcomed John Vear to his first meeting of the group. For John's benefit, everyone introduced themselves saying something briefly about their working background or time as a patient at The Hollies.

#### Minutes of PPG meeting held 9<sup>th</sup> December 2015:

The minutes were accepted without modification as a true record.

#### Matters arising from PPG meeting held 9<sup>th</sup> December 2015:

- **Refurbishments:** Nicola said the final touches are now taking place and refurbishment is almost complete.
- **Care Quality Commission inspection:** Nicola said no date is known yet: 2 weeks' notice would be given by the CQC inspectors. Richard explained the role of the CQC inspection team.
- **Named GP:** All patients have now been nominated a GP. Nicola pointed out that there is no obligation to inform patients individually but information has been provided on the Hollies website and on posters in the waiting rooms. Richard emphasised that this does not change the patient's right to see any GP they wish.
- **Record sharing:** Richard said sharing of the Summary Care Record of Hollies patients was operational. This system allows healthcare staff other than at the Hollies to access essential information for a patient such as medication and allergies. Information about the system is available on The Hollies website and on posters in the surgery. Patients can opt out of the system by notifying the Practice.
- **PPG notice board:** Terry stressed the importance of making use of our PPG notice board, for example we missed an opportunity to promote Self Care Week.
- **Non-attendance for appointments:** Ernest asked whether there had been any development following the figures he had provided to the last meeting. Richard is keen to see missed appointments highlighted. Nicola mentioned a system of reminding patients of appointments via text messaging is being developed. It was

agreed to focus on the missed appointments to see a nurse which were 8% of the total missed appointments analysed. This information would be displayed on the PPG notice board. **ACTION:** Ernest to put a full report of missed appointments on The Hollies website via Nicola and a summary of facts regarding nurse appointments on the PPG notice board.

- **Open day:** Patrick and Terry represented the PPG at this event. They felt patients they spoke to were very positive about The Hollies. All Hollies staff were present. Reception staff showed patients and potential patients around. Nicola said 365 new patients had registered since 1<sup>st</sup> January this year bringing the total in the Practice to 7850. Ernest asked what the impact of extra patients would have on the service provided. Richard said eventually it would attract extra resources which would allow recruitment of another GP. However, he said for the moment it meant having to work more smartly. Nicola said they could cope by staff working more flexibly. Patrick commented that it is good for the Practice to attract more patients. John Vear asked how many staff manned the phones at 8:30am; Nicola said 4 or 5. Ernest suggested that delays should be monitored as well as any adverse effects on the service of having more patients. John Laxton suggested that new patients should be asked their opinions about The Hollies after they have been a patient for a while. **ACTION:** Mike to liaise with Nicola to discuss feasibility.

### **Annual review of the PPG Constitution and Terms of Reference**

The Terms of Reference and Constitution was studied in detail and some minor changes noted. Ernest suggested a mention of sub groups should be included. It was also suggested that the Virtual PPG should be included in the document. Judy and Mike agreed to modify the document. **ACTION:** Judy and Mike.

John Laxton suggested a simplified version would be useful for display on the PPG notice board which was agreed. John agreed to lead on producing this new document consulting with PPG members via e-mail. **ACTION:** John Laxton.

The full version, once amended, can be put on the Hollies website. **ACTION:** Mike and Nicola

### **Visioning**

Judy highlighted some future actions for the group. These included:

- Highlighting missed appointments on the PPG notice board and Hollies website.
- Making full use of the PPG notice board.
- Asking new patients their opinion after a while as a patient in the Practice.

- Terry suggested the flip chart in the foyer could be used more often to ask patients questions.
- Nicola mentioned gathering information from both the PPG and Virtual PPG groups.
- Organize another Self Awareness Week event.
- Continue to promote the Virtual PPG in order to recruit more members, particularly considering age, gender, ethnicity and disability. Nicola said there were now 29 Virtual PPG members, which is encouraging.
- Manage and oversee the PPG area on the Hollies website.
- We should keep in touch with Virtual PPG members and ask them a question occasionally. It was suggested that we provide them with a summary of what we did last year. Also, ask them 'are there any issues you would like to raise?' **ACTION:** Mike to provide information and question to Nicola to relay to Virtual PPG members.

### **New name for the PPG**

Mike circulated a chart listing all names that had been suggested by PPG members. Mike suggested it would be helpful to start the process of making a decision for those present to mark a preference on the sheet. It was agreed to ask the opinion of members of the Hollies Virtual PPG. **ACTION:** Mike to provide Nicola with a copy of the suggested names list together with a question to put to Virtual PPG members.

### **Chairing arrangements for 2016-2018**

As previously notified, Judy said she was now standing down as Chair of the PPG. Patrick voiced a vote of thanks to Judy for her work over the past two years. Mike was nominated to replace Judy as Chair and Patrick to replace Mike as Vice Chair with immediate effect.

### **Any other business**

**Social event:** Judy mentioned that Tom has offered to hold a social event at his house. This will help new members of the PPG in particular to get to know everyone. Judy agreed to contact Tom to suggest dates. **ACTION:** Judy and Tom

**Meeting regarding NHS:** Judy mentioned a meeting to be held on Saturday 12<sup>th</sup> March at The Roco, Glossop Road entitled 'Taking Back Our NHS'. Sylvia had asked that the meeting be brought to the attention of PPG members. Mike agreed to forward Sylvia's e-mail to all. **ACTION:** Mike

**Date of next meeting:** 6<sup>th</sup> June 2016 at 6:15pm

ML 9/3/16