

Drs Priestman, Dean & Wallwork

Face to Face Meeting with PPG of Kirkburton Health Centre

Tuesday 13th November 2012

Minutes – Dr K Dean & Julie Raper (Development Officer)

Attendees: Rachael Sanders, Claire Sibbald, Vanda White, Brian Harrison-Jennings, Carol Hirst, Carol Brook, George Paling, Madalyn MacKenzie, Joan Wray, Carol Ellam, Jane Wood, John Walker, Judith McCarter

Introductions

Dr Karen Dean opened the meeting and welcomed everyone. Everyone gave a brief introduction of themselves.

Purpose of the meeting and the PPG

Dr Dean gave an executive summary of the requirements of the Practice for the government. The PPG was “created” last year as one of these requirements which comprises of registered patients and is representative of the practice patient population. Although this is a requirement we want the PPG to be worthwhile. Last year we carried out a patient survey (paper and online) based on members’ suggestions on access to appointments. This provided evidence that we could work with and consequently we recruited a Nurse Practitioner. Over the last 12 months the group has been “virtual” and JR proposed to the partners of the practice that we should have a face to face meeting now that the group had “grown” as it was felt this would be a more constructive and beneficial way of gathering people’s suggestions etc.

It was raised as a concern that was the purpose of the group purely a “tick in the box” exercise. Dr Dean explained that whilst it is a requirement, if we are to have a group then we should gain benefit from this by involving patients, so that we can help ensure that we are providing excellent quality of care.

Discussion on improvement of quality in our Practice

Dr Dean opened the discussion by explaining that we as a general practice have to ensure that we provide high quality care in a cost effective way. This highlighted that quality and access are two streams of how we can provide such quality of care. Dr Dean explained that one of the ways we have to ensure we do this is the fact that clinicians have pathways to follow. This will involve dialogue with patients and various options need to be followed prior to making a referral. Many members agreed that on reflection this had been the case over the last couple of years. Dr Dean also explained about how we encourage patients to ring us during surgery hours rather than attending A&E. She explained that there is always a dedicated GP on-call each day (Mon-Fri) who deals with urgent calls and sees patients who require an appointment. Dr Dean explained that an inappropriate attendance to A&E means

that the cost of this ultimately means that it cannot be spent on other areas where it is needed.

It was suggested by the group that patients should actually take on more responsibility for their health. Prevention of illness where possible and how the Practice can encourage this. MM asked about re-introduction of the Well Man and Well Woman clinics. Dr Dean explained that these clinics existed many years ago but the evidence was not suggestive that it really benefited the patient in the manner they were undertaken. Dr Dean explained that we offer various means of how patients can take responsibility for their health as we offer smoking cessation appointments, weight management, and although we don't have a specific "Well Man/Woman" clinic we can, at patients' requests, offer these. The Practice is also currently offering free NHS health checks for patients who are 40-74 who don't have any long term conditions.

Dr Dean also went on to explain the role of the Nurse Practitioner. She explained the extent of Lizzie's experience and the fact that she can also prescribe and what a positive addition to the Practice she has made.

Volunteers for chair person & secretary roles for PPG

We asked if anyone would like to volunteer to be chair person and secretary for the PPG. As this was the first face to face meeting and feedback was that members didn't currently feel confident enough to volunteer for these roles.

JR offered to produce the survey. Vanda White, Rachael Sanders and Carol Hirst offered their assistance.

JR will produce minutes from this meeting but future meetings a member from PPG to produce.

JR to email minutes and copy of current terms of reference to PPG and also a copy of a patient survey.

Suggestions for patient survey

- Communication
- Appointment system – options
- Online appointments
- Practice website
- Staff roles

As a group we need to produce another patient survey (results of which need to be collated and reported to the PCT by February 2013). This instigated a discussion amongst the group of what they feel are areas that we could improve on.

- It was suggested that communication of how the new appointment system works could be made simpler.
- The online appointment booking and repeat prescription requests could be promoted more.

- Notice boards – too much information all intermingled together. Separate the boards so that they are specific to certain groups e.g. family planning, children, etc on one board, older patient board with internally produced literature in larger print, etc
- Internally produced posters – it was mentioned that these tend to have rather negative connotations and could be re-worded
- Promote the Practice website via various forms, mobile text messaging, local neighbourhood newsletters, local school newsletters, flyers in local retailers,
- Practice newsletter (quarterly) – these can be available in waiting area, online, sent with patient correspondence

Action Plan from meeting

- Re-write how the appointment system works letter
- Revise the layouts of the notice boards
- Re-write the internal posters so they are not so negative
- JR to email terms of reference
- JR to email copy of a patient survey
- JR to draft the next patient survey and email for feedback
- Produce some editorial for local Burton Bulletin
- JR to liaise with members who volunteered assistance for producing a Practice Newsletter

Next meeting date and time to be confirmed for February 2013