

Southmead Surgery

PPG Meeting

Monday 4th February 2019, 18.30

Present: -

Kevin Blakemore, Chris Parry, Malcolm Simpson, Anne King, Georgina McMasters, Sandy Sell, Judy D'Arcy, Liz Simmonds, Brenda O'Molloy, (new attendee).

Apologies: -

Sue Hazell, Keith Anthony, Hilary Jones, Tracey Keogh, Carole Hope, Anne Home

Meeting Notes and Actions: -

Actions

1. The Chairman opened the meeting and everyone introduced themselves. Welcome to new attendee Brenda O'Molloy.
2. Before reviewing the minutes of the last meeting, the Chairman read out a surgery update from Sue Hazell as follows: -

"Due to increasing workload pressures, the practices in the southern locality have audited their workload and have given the CCG notice on the following unfunded non-core GMS services with effect from 1st March 2019

Ear Syringing

24 hr BP Monitoring

Spirometry for diagnosis

Ring pessary changes

PSA monitoring on discharge from urology

MGUS monitoring

ECGs (by August 2019 unless covered by an local enhanced service)

We no longer accept requests for repeat prescriptions via our email address. The box is only monitored 3 days per week and therefore should not be used for anything urgent. Patients are being encouraged to sign up for Patient Access. We are in the process of setting up a prescription point in the surgery, with a repeat box and information around ordering, over the counter meds etc.

Thank you for the volunteer driver scheme which seems to be working very well from our end.

Actions

We are in the process of recruiting a salaried GP and also a Maternity Locum to cover Dr Smee when she goes off on Maternity leave in June.”

End

It was unclear how this key information would be disseminated to patients, but the PPG members recommended that the information be put ASAP onto the surgery website, and in addition, was published in the next edition of the Parish Magazine.

Surgery Management

3. With reference to Patient Access, the Chairman informed the meeting that after a meeting with Sue Hazell, the suggestion of a patient workshop to guide patients on how to register and use the system is to be implemented on a once per month basis. It was agreed that this should start as an afternoon session on Friday 1st March, between 14.00 and 16.00. Chris Parry, Judy D’Arcy and Sandy Sell indicated that they could be available for this date and time.

Timed appointments for this workshop will be made by surgery reception.

Reception

A room with access to the internet and a computer with printer will be required.

Reception

A guidance script will be produced to ensure consistency.

KB

4. An initial report was received from the team regarding a patient survey. Firstly, it was clear that the use of a standard format, (e.g. Survey Monkey), was the preferable option, but that the free version of this was too limited in terms of scope and response, and that the “paid for” version would be around £35/month. (Although it may be that the NHS or CCG already have an arrangement to use Survey Monkey at no additional cost, this needs to be checked out).

KB

The scope of the survey was to focus on communications between patient and surgery. The question of survey distribution was considered, and that used by the Amersham Surgery was considered to be best practice. This required the surgery to identify patient email addresses and to request the permission of each patient to pass on their email address to the PPG. In Amersham, this had resulted in approx. 700 patients signing up, (out of around 16,000 in total). The Amersham PPG then used this information to advise patients on a whole range of relevant information, not just regarding surveys. It was also suggested that texts to patient mobiles may be utilised to refer patients to an online survey.

Actions

At this point it became clear that the only way that this could work is with the full backing and involvement of the surgery staff, not to mention the provision of the funds to support the survey, (if no free to use system is available). It was therefore determined that this process could go no further without a detailed meeting with surgery management to discuss whether or not this was something that the surgery wished to support and be involved in.

The Chairman will discuss this with surgery management at his forthcoming meeting **KB**

5. At this point, time was running out, so the remainder of last meetings minutes were not discussed.

6. Bucks have asked for a contribution to an article on the effectiveness, (or otherwise), of local PPGs, and the Chairman will contribute to this. **KB**

7. The members present wished to re-iterate that it would be extremely useful if the specific capabilities, areas of expertise and areas not covered by, each clinical member of the surgery be posted both in the surgery and on the website. This would, for example, aid the on-line appointment system where it is not unlikely that an appointment can be given with a specific clinician only to find out on the day that the clinician in question does not undertake the treatment required. **Surgery Management**

8. The next meeting will take place at 18.30 on a day during w/c 1 April 2019. The specific day is to be determined by the Chairman after consultation with the surgery management team in order to try to ensure that a member of that team is available for the meeting. **KB**