

Southmead Surgery

PPG Meeting

Wednesday 8th May 2019, 18.00

Present: -

Chris Parry, Anne Nathan, Georgina McMasters, Anne Home, Carole Hope, Malcolm Simpson, Sandy Sell, Tricia Weidner.

Apologies: -

Kevin Blakemore, Tracey Keogh, Judy D'Arcy, Liz Simmonds, Keith Anthony.

Meeting Notes and Actions: -

Actions

1. All action items from the previous minutes are dealt with in the agenda
2. Unfortunately, despite having changed both the day and the timing of the meeting, (following discussions with surgery management), there was no one at the meeting to represent the surgery. Would the surgery management team please endeavour to have someone at the next meeting. **Surgery management team**
3. The patient survey questionnaire has been circulated for comment, but has received a very limited feedback. Anne will be re-circulating it for comment. **AN/CP**
It would be appreciated if everyone would give at least the feedback that they have read it even if they have no specific comments. The basis of the survey is to get feedback from patients on how they communicate with the surgery, and in what ways this could be improved.
Anne will contact Sue Hazell to get the surgery feedback and also to check if the Survey Monkey license has been obtained. **AN/SH**
As previously indicated, the survey will be available via the surgery website, and this information will be made known using the Parish Magazine, local Facebook page etc. However, it was proposed that in order for those patients who do not, (or will not), access the surgery website, to have access to the survey; hard copies will be made available in the surgery and other local venues, completed copies to be returned for collation at the surgery and PPG volunteers will enter the answers into the website based system. This will need to be co-ordinated with the surgery. **AN/SH**
4. The three patient access workshops that were held, only added 3 patients to the patient access system. Clearly, either patients were not aware of them, or were unprepared to make a special visit to the surgery, (or both).

Actions

As suggested at the last meeting, it was proposed that PPG volunteers spend a Monday morning in the surgery, asking patients who are already on the premises if they wish to sign up. The proposal is that this will be trialed on Monday 20th May. A separate email will be sent out requesting volunteers for this.

CP

5. The Bucks CCG, (Clinical Commissioning Group), held a PPG networking meeting In Beaconsfield on 3rd April. Chris Parry attended on behalf of the Southmead PPG. The primary purpose of the meeting was to brief PPGs on the new PCN, (Primary Care Network), concept whereby a number of geographically close GP practices, (comprising in total approximately 50,000 patients per network), would in future work co-operatively with one another, and over the first 5 years receive an additional funding of approx. £1.5 million per year per network in order to employ additional medical staff to be shared between the practices. Full details of this scheme and the other surgeries that will be networked with Southmead are available from the surgery. The most interesting aspect however, was that the CCG were actively encouraging the individual PPGs in each network to pro-actively make contact with one another and to work closely together. Even, (at the CCGs suggestion), to identify a single PPG representative to sit in on their PCN management meetings.

Other local PPGs will be identified and contacted.

KB/CP

6. In order to bring further expertise to our PPG group, it is proposed that we produce and display more prominent posters regarding PPG activities, in the surgery and also in other local venues, (e.g. Lloyds Pharmacy, the library etc.). Anne has designed a suitable poster, (a copy of which is attached along with these minutes), which will need to be printed in A3 size. It is also proposed to have this displayed on the surgery plasma screen, in the Parish Magazine, and on the local Facebook page.

AN/SH

Access for monitoring the PPG email address needs to be established, and an auto-response set which lets people know that they may have a short wait before getting a reply.

KB/SH

7. There were no recorded pick-ups for the volunteer drivers during April. This scheme will continue to be operated and monitored for the next 2 months. At which time, if the service has not been of any help in reducing home visits, (the original purpose for implementing the scheme), it will be discontinued or revised to become a voluntary patient transport system.

The lack of requests in April, may be due to reception and new medical staff not being fully aware of its existence. Would Sue please make sure that everyone knows that it is available.

SH

Actions

8. One of the PPG members reported some major issues with the surgery booking system during April. Because of limitations applied to appointments made by telephone or via patient access; patients, (frequently in quite large numbers), are waiting outside the surgery in the morning in order to make appointments for that day. This can sometimes result in unwell patients waiting in cold, wet or otherwise inclement weather for up to 20 minutes or more before the surgery doors are opened.

The suggestion was made at the meeting, that the surgery doors could be opened, (maybe 30 minutes), earlier than the 08.30 start time to allow patients to at least wait in warm, dry conditions. A simple ticket system could be used to ensure that when reception opened at 08.30, a first come first served basis would be maintained. Whilst this may not totally eliminate the problem of early arrivers, it should substantially reduce it. Would the surgery management team please consider this proposal.

Surgery management team

It is not clear why limitations are applied to telephone or on-line booking methods in favour of forcing people to visit the surgery in person in order to get an appointment on that day. This is especially relevant as the PPG understands that surgeries will be targeted to have 75% of appointments made on-line in the future. Would the surgery please provide the PPG with the methodology and reasoning behind the current system of limiting telephone and on-line booking methods; as forcing patients to visit the surgery simply to make an appointment seems to be a retrograde step.

Surgery management team

9. The next meeting will be on Wednesday 10 July at 18.00. it is hoped that by maintaining the meeting on a Wednesday evening that a surgery management representative will be able to attend.