

Patient Participation Group

Notes from the Meeting Held 17th March 2015

Present: PE, MB, DH, DH, NP, SGuy

Mr Simon Guy (Business Manager).

Apologies: AK, Dr Noreen Powell

1. Welcome and introductions.
2. The notes from the previous meeting were agreed. GR and LMB had decided to leave the PPG. Advertising for new members was already underway with both waiting room TV messages, packs at reception and information on the website. The original group had been set up 10 years ago through nominations via members of the team and again they had all been asked for potential new members. The PPG were also asked to consider nominating people who they felt would like to join the group. The point was made that the start-time of meetings should be reviewed and it was agreed to start future meetings at 5:30pm rather than 6:30pm.
3. Matters Arising:
Friends and Family Test – the figures for uptake of the test are still quite low, though helped by moving the ballot box around the waiting room to keep it “visible” to patients. Options were discussed for increasing the numbers received including asking reception to hand out the forms (a supply is already kept on the reception counter for patients to pick up). It was felt that if the GPs handed the forms to patients this may increase uptake. Patients can complete the test online though again the uptake is very low. An idea that would be explored further would be for those patients who receive test reminders to also receive a text asking them to complete a F&F online.
4. The present hospital car park arrangements were only a pilot and due to end soon. The £2 per day + free hot drink offer may or may not therefore continue in the months ahead. One suggestion from a patient comment on the F&F test had been to ask for some parent and child parking bays. It was agreed that a large number of disabled bays were always empty and that converting a couple to parent and child might be a workable option, albeit that the hospital trust would have to adhere to the regulations around the provision of the requisite number of disabled bays.

5. The latest draft newsletter was circulated for comment.
6. Hexham Spring Fair – as per previous discussion the Practice had taken a table at the Hexham Spring Fair on 9th May with the aim of providing health promotion advice. The PPG thought this would also be a good opportunity to have information available on the PPG with a view to recruiting new members. Members of the PPG would be welcome to attend the event and staff would probably operate a shirt system to cover the day. No final decision had yet been taken on exactly what would be delivered but blood pressure and/or respiratory testing were probable.
7. Staffing update – Our Health Care Assistant Sandra will soon be leaving and the process of recruitment was underway.
8. Emailed review reminders – The idea of emailing patients when they are due a review appointment was discussed. There are clear benefits in terms of reduced cost to the Practice, convenience to patients and quicker communication. As a Practice we also have to be mindful that not everyone would want to receive such emails and that they may share a PC – creating confidentiality issues. We are also aware that patients do not necessarily keep their email addresses as up to date as they do their mobile phone numbers (of which we have a greater number anyway). So, in addition to emailing a message we could consider sending a text message instead. For some appointment types we currently send a relatively long letter and/or enclosures. These clearly wouldn't be suitable for sending as a short text message but there is the option of sending a short text with a link to a page on our website where we could have the required information. All of this would now be considered by the Practice with a view to testing the concepts soon.
9. Bereavement Information – The Practice offers bereavement advice and support to relatives and carers. This works particularly well where the patient has been treated on our palliative care pathway. However the provision of an information leaflet would be welcomed by the PPG as a positive step in ensuring consistency of information provision. An example had been obtained from a Practice elsewhere in the country and this was seen as a good exemplar. The Practice would gather information and existing leaflets from local health and social care agencies with a view to drafting a Practice leaflet.
10. Practice Priorities and Plan. The latest NHS National Patient Survey data from January 2015 was reviewed by the group and discussion took place about the findings. The PPG were happy with the results which showed generally above average results compared to the local area. The full results along with the

summary were presented to the group and no identifiable actions could be discerned from them. In addition to the national survey the PPG considered the very positive results from the F&F test, albeit that the sample size was very small. There were handful of written comments from the F&F test and these were addressed in turn. The PPG reviewed the “You said we did” posters that are changed each month and reside on the ballot box, in part to provide a focal point for feedback but also to encourage use of the box. The content of the F&F comments was reflected in the feedback from the Practice. From all of the available data the draft PPG report was agreed by the PPG and a formal sign-off undertaken to assure NHS England that the Practice was working with the PPG to improve the experiences of patients.

Date of next meeting – June 2015