

Draft PPG Minutes 2nd September 2014

Present: Pat Lunn (Chair), David Walker, Michael Hall, Philippa Lloyd, Sue Bull, Dan Zamoyski, Judith Clay, Sandra Watkiss, Nick Derbyshire

Apologies: Shaun Snow, Andrew & Eileen Clark

Minutes of last meeting agreed and approved.

Update on 'Your GP Cares' campaign

- ND advised that 430 signatures obtained on the petition of which Shaun Snow obtained 213.
- Some members had had patients declining to sign as they do not believe there is a crisis in Primary care – some discussion around this issue.
- ND circulated 3 papers highlighting the critical situations being faced (articles to be appended to and sent out with these minutes to those who did not attend).
- Also a poster put up in the surgery to explain to patients why we have had to adopt a new appointment system simply to endeavour to meet demand and practice in a safe manner. PhL suggested that we need to add to/amend and invite feedback/suggestions via the suggestion box in the waiting room (and that this box be re-sited appropriately).
- PhL also suggested that it may be useful to carry out an audit to ascertain how many patients who either attended - or requested - an appointment did not actually need one.
- ND went on to recount an example of wasted time and resources whereby the Practice had spent some hours haggling with East Midlands Ambulance Service (EMAS) re picking up a patient for taking to Ashgate Hospice for treatment. After eventually sending an emergency ambulance it transpired that the patient was feeling ok and had gone out for the afternoon. The cost/time/energy in all of this example was immense.
- This led to some debate around commissioning of ambulances'/costs etc - ND to investigate actual cost per ambulance and whether it is possible to extrapolate this figure from the bulk amount shared between practices for centrally procured contracts (such as EMAS). Also to determine whether any data is available for ambulance usage.
- Also question raised re level of DNAs - we had around 350 in the 5 months to end of May which is relatively low but still a huge waste of appointments/time.

PPG & way forward

- PL outlined the Patient Participation Enhanced Service for this year; in summary the only thing that has changed is that the Practice no longer have to carry out a survey - the objectives, priorities, reports etc still have to be done but funding has reduced from £6k to £2k.

- DZ questioned how this money will be spent. ND outlined basic costs - his time (not only for meetings but preparation research reports etc), Secretaries time, cost of the room, refreshments, subscription re Patients Association.
- DW suggested we put in an advert in the Peak Advertiser 'Save our Surgery' and ran as an ongoing issue.
- All agreed the need to engage more with patients to get a far more representative group views on services. PhL suggested that flu clinics were a good time to do this and have the opportunity to talk and 'educate' patients which is what is needed.
- Also a need to look closely at noticeboards/displays in the waiting room
- ND explained that staff were so busy some of these nicer touches are very difficult to keep on top of and that is where an effective and supportive PPG can add significant value and support to the Practice.

Action Plan

- PPG members to put together proposals as above to engage with and encourage more patients to have their say and to be able to educate patients.
- Next meeting scheduled for Nov 4th at 6.30 (although PPG members to attend flu clinics to talk to patients??) but following meeting to be on 6th Jan as an open session starting at 2.30 pm?
- ND has asked PL to consider reducing meetings to quarterly (this appears to be the norm elsewhere).
- Also we need a newsletter article for the forthcoming newsletter - can all provide ideas/suggestions for this please by 12th September?