

## Minutes PPG Meeting – 09.02.2015

**Present:** Dr McNutt, Dawn Riley (Deputy Manager), Abby Jones (Medical Administrator), Roger Parkin, Tessa Parkin, Sarah Judson, Alistair Tranter, Margaret Short, Gordon Cairns, Angela Woodworth, Greta Llewellyn-Jones, Jayne Musspratt, Pauline Corner, Joan Kidd, Glen Parry.

**Introduction:** Dawn thanked everyone for coming.

### Action Points from PPG Meeting 29.09.2014:

From the action plans of the previous meeting there were 3 areas raised:

#### 1. Guest Speakers at PPG Meetings

The PPG Committee thought it would be a good idea to have informative health related speakers at the PPG Meetings. For the future guest speakers to be invited, Dementia Friends, Students Union Representatives, Liaison Psychiatry, Making Space (Carers). Any ideas or suggestions for further speakers are more than welcome.

#### 2. Open Day for Surgery and Charitable Organisations

This will be postponed until we move to the new premises where we have the room availability to organise this.

#### 3. Healthwatch Update

Mr Cairns from the PPG Committee is the Vice Chairman for Healthwatch and gave an overview of the service they provide as an independent voice for the people to help shape and improve local health and social care services. They are currently looking for volunteers.

### Other Updates:

#### Dementia Friends

The group had a training session by Alan Murphy. Mr Murphy gave an insight into the lives of those suffering with dementia and how it can affect their family and friends. He discussed the 5 things you should know about dementia:

1. It is not a natural part of ageing.
2. It is caused by diseases of the brain. The most common of these is Alzheimer's.
3. It is not just about losing your memory – it can affect thinking, communicating and doing everyday tasks.
4. It is possible to live well with dementia.
5. There is more to a person than the dementia.

For enquiries about Dementia Friends you can get more information by going to [dementiafriends.org.uk](http://dementiafriends.org.uk) or contact the Alzheimer's Society Care Line on 0845 306 0898 or [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk).

#### Patient Survey Results

The results were collated, analysed and based on 200 completed surveys. Overall the practice and the PPG group thought that the results were very good. There were a couple of areas the results were low on; the practice has a satisfactory reminder/recall system and complaints/compliments procedures, the practice is pro-active at giving information to help prevention of illness, the length of time I had to wait to see the healthcare professional was reasonable.

#### Friends and Family Test

The Friends and Family test started in December 2014 to ask patients 'How likely are you to recommend this practice and its services to Friends and Family if they needed similar care or treatment?' and so far the results for the practice for December were as follows:

- Paper response: Total completed 17, 14 extremely likely and 3 likely
- MJOG text message responses: Total completed 53, 40 extremely likely, 6 likely, 3 extremely unlikely and 4 don't know
- Website responses: Total completed 16, 13 extremely likely, 3 extremely unlikely

There is also an option for patients to fill in 'If we could change one thing about your care or treatment today to improve your experience what would it be?' The results were discussed and it

was thought those who would not recommend the practice and comments received were around areas such as; access to appointments, more GPs to reduce waiting times. It was discussed and thought these areas will be addressed with the move to the new premises with having more appointment availability and hopefully run more efficiently with waiting times also.

### **Patient Online Access**

Patients can already order prescriptions and book appointments online and from the 1<sup>st</sup> April 2015 patients will be able to have access to part of their medical records. The practice have asked PPG members and the general consensus was that they would not want to see results and were happy with the practice offering patients access to their allergies, immunisations, medications and current problems. The practice online prescription ordering will also be changed over to the same as the Electronic Prescription Service, that has recently just been brought in and those on the old service will have to gain a new password and log in but will be re-directed for this when accessing the old system via the website.

### **Fundraising for 24 Hour Blood Pressure Machine**

The PPG Committee kindly donated a Christmas Hamper and raised £58.00. They would like to organise a Spring Hamper and asked for donations from the PPG group. The staff at the Elms are also contributing by donations and having a dress down day. All donations would be greatly appreciated and if you would like to donate any items please bring to the practice for the attention of Abby or Dawn.

### **Volunteers to Meet and Greet at New Premises**

The PPG members who volunteered at the Flu Clinics this year were greatly received and the practice asked for volunteers to help when we move to help meet and greet patients. A list is being made of volunteers and if anyone is interested please contact the secretaries on 01244 354917 or email [elms.medicalcentre@nhs.net](mailto:elms.medicalcentre@nhs.net) for the attention of Dawn.

### **A.O.B.**

Mrs Parkin wanted to make everyone aware that there has and still is problems at the Countess of Chester, patients are being sent Did Not Attend letters when they have never received an appointment letter. The Countess are aware of this error and are currently investigating the matter.

Mr Cairns gave out some questionnaires from Healthwatch to get feedback on what their priorities should be for future work. If you have completed the questionnaire these can be handed in at the surgery and we will send them all back.

### **Elms News**

Dr Crasta is leaving on 16<sup>th</sup> February 2015 due to being offered a full time opportunity at Northgate Village Surgery.

The Elms have recruited a full-time Nurse Practitioner Christopher Owens who will be joining the team on the 1<sup>st</sup> April 2015.

Unfortunately we still do not have a move date and this is all due to the developers. It was confirmed by NHS England that the practice have to write to all patients over 16 to inform of our new address and all children have to be notified via the parent or guardian of, once we receive the official move date. This will be a costly and time consuming exercise for the practice and we are going to try and give as many out when patients come to surgery, email, text message etc. to try and keep the cost to a minimum.

### **PPG Meetings Scheduled for 2015/2016:**

#### **PPG MEETINGS SCHEDULED FOR 2015/2016**

**Monday 11<sup>th</sup> May 2015**  
**Monday 7<sup>th</sup> September 2015**  
**Monday 11<sup>th</sup> January 2016**

**Please ensure you make a note of these dates they will also be displayed in the surgery and our website.**