

Old Bridge Surgery



Tel. 01503 266960

Fax: 01503 266964

Email: oldbridgesurgery.looe@nhs.net

Patient Participation Group

Minutes of meeting: 31st January 2017

Present:

Danny Gill and Murray Collings

Mark Allen and Dr Kodde - representing the practice

Julie Soady - admin for the practice

Apologies: Pauline Major, Ali Reynolds

Chris Roy opened the meeting and welcomed everybody.

The small numbers attending emphasised the need to relaunch the group; a constructive conversation took place nonetheless.

A number of points were discussed:

Patient Group relaunch:

- JK's letter has proposed an open meeting. JK clarified that this would be part of a group relaunch and that it was hoped a new, structured group would be created from that - once re-established, future meetings would not usually be open.
- Concern was expressed that the purpose of the group should be clear, notably to represent the whole of patient population and not to dwell on individual cases or agendas.
- Specific ideas were noted to encourage participation from different age or interest groups, including:
 - Secondary schools to encourage teenager involvement and communication back into schools
 - U3A
 - Nursery schools and toddler groups to engage with young parents
 - Disability groups to ensure this groups needs are represented
 - Communities in Pelynt and Polperro to ensure that the group is not entirely Looe focused
 - Using all available means of communication, e.g. posters, website, email, text etc.
- It was agreed that MA and DG would meet to draft text about group relaunch for inclusion in the next newsletter
- Agreed to hold the open meeting to relaunch the group on 21st March at 6.30pm.

**Partners: Dr Ian Roy, Dr Johanneke Kodde, Dr Hannah Mogford,
Dr Katie Gummow & Dr Patrick Southam**

Newsletter

- Patient representatives reported they had heard positive feedback about the recent newsletter. This was made available in surgery and was also emailed to over ¼ of the practice's patients. This will be repeated, particularly using the next one to promote the patient group. Future editions will be prepared with input from the group to promote participation, e.g. using quotes from patient members.

ACHE

- ACHE has a long involvement with the practice and community health staff using interest on capital endowment (approx. £40k capital). The practice currently has some unused equipment, funded by ACHE to sell, MA is progressing with this. The District Nursing Team had requested support for the purchase of a bladder scanner. Opportunities for fundraising were discussed including approaching other local charities to contribute for specific objectives. ACHE's structure and operation to be considered by group, with ACHE committee, at future PPG meeting.

"Productive General Practice"

- This is a project the practice is undertaking, working with management consultants on a well-established programme designed with GPs and Practice Managers to help practice review their working practices to be more efficient. The practice is currently reviewing the way our appointments are structured. Some input from patients will be sought as part of this process. The outcome will be discussed with the PPG at a future meeting and published in the practice in due course. The practice needs to be able to both see patients whose need is urgent on the same day and to be able to accommodate those who want to book ahead. We already have procedures in place to ensure urgent needs are met but we hope to be able to do better for those not requiring urgent appointments but wanting to book ahead to see their preferred GP.

Other matters

- This sparked a conversation about the need to communicate patient's issues around abuse of receptionists, the cost to the NHS of home visits and the possibility of developing a volunteer driver service to help patients come to the surgery for appointments.

The meeting ended at 8.10pm

Date of next meeting: 21st March at 6.30pm