

**Woodlands Patients Voice
Meeting Minutes**

Wednesday 6th July 2016

1. Welcome and Introductions

G (Chair) opened the meeting with introductions around the group and a warm welcome was extended to new member KW.

2. Minutes from 4th May approved.

3. Matters Arising

a) Annual Staff Awards

Awaiting further information from the CCG detailing timescales. Concerns raised about the short timescale – agreed if we miss the submission deadline, we can still process nominations for “in house” awards for this year, but be prepared for the CCG awards next time.

b) Using sms messaging for Friends and Family (FFT) - PB had raised this with other local practices who have not investigated this. Unable to programme this in our clinical system (where we send appointment reminders from) for ourselves under the current service – this would require a “change request” to go to the clinical supplier (SystemOne). In light of the high demand for change requests, which are prioritised by the number of “hits/likes” each change request receives, it is unlikely to be a priority for many. The change requests come from all system users nationally and the vast majority are around improving clinical functionality to support GPs. We can but try, but think it is unlikely to go anywhere.

c) Complaints Review

The group discussed the practice’s ratings on the NHS Choices website. Historically we have achieved five stars, but so few patients make comment, that when there are any negative entries, the percentage rate (eg two poor ratings out of a total of four) soon makes us appear very average! The group discussed how people are more likely to comment when unhappy about something so we perhaps need to encourage more “satisfied” patients to rate the service – FH suggested we liken this to a “Trip Advisor” function and promote via the media screen with GPs following this up by handing out the information on paper slips after consultations. Group members would be happy to upload on behalf of patients who have no IT access – would need to develop a form. **PB to take to GPs to consider for action.**

4. PPG Pack

VB and MG presented the pack from NAPP which relates to how PPGs can develop strategically. It covers setting goals, aims and objectives and measuring achievements. It also includes guidance and a framework, for developing business plans. The purpose is to maximise the way a PPG works with its practice. There are five documents in the pack. Copies were provided for group members on request, whilst the document can also be accessed on the NAPP website under “Building Better Participation”

5. Patient Survey

PB shared the first draft of a patient survey **for group feedback by 22nd July**. Hoping to start the survey by the end August/start of September. Group members BS, VB, MG and KW happy to promote in the practice from a dedicated PPG table with BS also offering data input support once responses start coming in. **To follow up as an agenda item next meeting.**

6. Mock CQC Visit

Now moved to Thursday 21st July 9.30am – 1.30pm. VB, MG, BS (and DD?) agreed to attend. Brief discussion around DBS checks and conflicting advice/experiences from those who have already been through a CQC visit. Different organisations appear to follow different rules – suggest raise the question the CQC inspector on first contact, then they would be tied in to their response.

7. Notice Boards

Continuing piece of work – VB planning to be in practice again on 27th July. VB requested that the practice promotes sun awareness over the summer months.

BS working on a display to include practice performance indicators/DNA numbers/patient (FFT) feedback/include celebration of Woodlands patient's low number of A&E attendances. To share draft document with VB to link in with work on notice boards.

Comments on the media board were raised following a request for any feedback - on some screens, the writing is too small. **PB to review content with this in mind.**

VB reported that posters were no longer being laminated for the awareness board to prevent light reflection. VB plans to tailor the awareness board to link to the national events calendar to keep it fresh. The KM Resource Centre can provide us with leaflets and posters with VB contacting specific organisations for any shortfall. VBI was asked to **provide a list of planned future topics** for the group. **To update PPG notice board.**

8. Collaborative Initiatives and Networking

Brierley Park PPG Chair SW had contacted MG to ask whether we would be interested in joint initiatives. The group agreed we should investigate this, with the proviso that all the group and the practice were in favour. It would take some work but it was felt worth looking at. MG to pursue and establish what they had in mind. **MG to feedback next meeting.**

VB attended a networking event on 6th June. The formal/structured agenda meant there was no time for networking. VB felt it would have been useful to meet with the other Ashfield PPGs. The event included a diabetes presentation with Sandy Lane PPG offering the presentation out for wider use and Alison Hale (CCG Pharmacist) presented an item on Medications Waste – at a huge cost locally of 12 million per year. VB reported low attendance and suggested the group should try and support the networking events more if we can. KW offered to attend next time with VB, as did ML if he could share transport.

9. Any other business

a) Meeting reminders - FH asked whether the group could be reminded of the date and time of meetings the week before and VB asked if the minutes could also be circulated again nearer the meeting date. Both reasonable requests, with meetings being bi-monthly. **PB will arrange.**

b) Newsletter - draft summer newsletter shared for comment. Request **feedback by tomorrow** if possible, as hoping to issue before PB goes on annual leave next week.

c) Flu Clinic - Provisionally planned in for Saturday 8th October, 9am to 12noon. Group members to **check their availability** and advise if they can pledge their support at the September PPG meeting. Discussed how the event usually panned out and since JW has left (former practice baker!), FH offered to provide the cakes.

d) Seating - group agreed the waiting area seating plan is better than it used to be, but some members feel it could be less formal / more “friendly” café style. Discussed the need to be mindful of maintaining confidentiality/access to media and call boards. PB reported no complaints/comments from patients regarding the current layout, but it was suggested the group set out chairs less formally when in the practice to support the patient survey, when they can be on hand to gain real-time feedback from patients. PB had made enquiries about chairs with arms for patients with poor mobility – may need to source contrasting colour as not found in orange vinyl as yet.

e) Teen Zone - VB questioned whether the Teen Zone was utilised – PB to ask staff member responsible to **monitor over a four week period and feedback.**

Next Meeting : Wednesday 14th September 6.00 - 7.00pm