



## Patient Participation Group Meeting: Wednesday 12<sup>th</sup> March 2014

### Minutes

**Present:** Dr Tim Bosorth – GP (TB)  
 Jan Hardinge – Practice Manager  
 Sheila Adams-Casey – Reception Manager (SAC)  
 Patient A (A)  
 Patient B (B)

**Apologies:** Dr Yvonne Watts – GP (YW)

1.	<b>Minutes of the last meeting:</b> As this was the first annual meeting of a newly formed group there were no minutes to agree.	<b>Action</b>
2.	<b>Matters arising: -</b> As above, therefore no matters arising	
3.	<b>Constitution</b> JH welcomed the patients to the practice and the 3 practice members briefly gave an outline of the functions of a Patient Participation Group. A draft constitution for consideration was circulated, patient A and B agreed to look over the document, with a view to bringing any required amendments to the next meeting – the draft is appended (appendix A). JH stated that the PPG could contact JH, SAC or TB prior to any future meetings should the need arise, email addresses were exchanged and JH agreed to send minutes by email to patients A & B to ensure that they had correct contact details of practice.	A B          JH
4.	<b>Patient Satisfaction Questionnaire</b> The most recent patient satisfaction questionnaire (Appendix B) was circulated with a view to considering some action points in order to improve the patient experience. JH stated that the questions decided on for the questionnaire were fairly generic; however any further questionnaires would be written with the assistance of the PPG. JH, TB & SAC explained that a new clinical system would be implemented in May 2014 (System One), this would simplify many of the technological issues which have prevented the practice embracing some of the action points agreed on at an earlier opportunity. Action points agreed:- <ul style="list-style-type: none"> <li>i. Text Messages                         <ul style="list-style-type: none"> <li>Text reminders to patients regarding booked appointments</li> <li>Text reminders for patients to book appointments for their chronic disease management.</li> </ul> </li> </ul> These were just 2 examples of the potential usage of text messaging, however it was noted that the practice would need to ensure that correct contact numbers were recorded, SAC confirmed that receptionists were gathering this information, in addition consent	<b>Practice</b>

	<p>would need to be received before this could be fully rolled out.</p> <p>ii. Telephone appointments The option of booking telephone appointments for advice would be rolled out with the new system, however these would not be timed slots but windows of time eg. between 12 and 2pm.</p> <p>iii. With the installation of Systm One, online booking of appointments becomes much simpler, TB stated that the practice had recently commenced appointments at 0830 for working people. Prior to this surgeries had commenced at 0900, TB felt that these appointments were being used for patients who didn't work. It was therefore decided that the 3 appointments between 0830 and 0900 would be left for online booking to enable working patients to book these more easily.</p> <p><i>NB: these actions cannot be commenced until after 07.05.2014 when Systm One is live.</i></p>	
5.	<p><b>Spreading the Word</b> The practice team stated that the list size of the surgery was now approaching 4000 patients, the practice had been designed to accommodate 9000 patients. TB, JH &amp; SAC stated that the plan would be to grow the list size, and this would be possible without loss of patient numbers to neighbouring practices due to the number of new houses being built in the area. JH and TB stated that they had both worked in large and small practices and would strive to ensure that growth within the surgery would not affect the personal qualities which are in existence. The surgery has started a Facebook page and a page on Streetwise, however JH offered the administration of this to the PPG and patient B agreed to undertake this piece of ongoing work.</p>	All
6.	<p><b>Wymondham Carnival</b> With point 6 in mind, surgery participation in Wymondham carnival was discussed, lots of ideas were tabled, patients A &amp; B agreed to assist with organising. Craft fair on the car park was mentioned, however patients A &amp; B thought that car boot/table top sale may be more popular. Fun runs, face painting, active Norfolk, Care &amp; repair were all mentioned. All to come up with ideas for the next meeting of the PPG. Ideas to be discussed with YW.</p>	All
7.	<p><b>Any Other Business</b> JH said at the next meeting we would share with the group some of the behind the scenes work streams eg enhanced services. Patients A &amp; B expressed their satisfaction with the practice and this was one of the reasons they had expressed an interest in the PPG. They also reiterated that the personal, family feel of the practice was one of the qualities with which they were highly satisfied. TB stated that should patients A &amp; B hear anything on the grapevine regarding dissatisfaction that we could we be made aware in order that we may make improvements in order to overcome this? Patient B stated that she did have problems booking appointments when she needed to be seen, however she felt that other patients with chronic conditions were able to see a GP with ease.</p>	
	<b>Next Meeting: Wednesday 9th April 2014 1730</b>	