

**Victoria and Mapperley Practice PPG Meeting
1:00pm on 19th March 2015 at VHC**

Present: Dr Farah Elias, Dr Cassandra Nightingale, Collette Saxon (DPM).
James Pam (Chair), Debs Main (minutes), Bill Brown, Catherine Verhoeven, Anne Hardy,
Anne Rawson, Julie Lester-George, Pat Graham, Helen Thompson, Catherine Wallis, Alan
Wilson, Catherine Twigger, Susan hawksfend, Ingrid Green, Martin Rudge

Apologies: Sue Clague, Tony Wright, Sue Jones, Peter Benn, Helen Crowder, Mike Prentis

James Pam welcomed new members to the group. There were 6 Victoria Health Centre [VHC] patient and 9 Mapperley [858] patients present at the meeting.

1. Minutes of the last meeting.

JP summarised the minutes of the last meeting as follows:

There are ongoing discussions regarding online appointments and prescriptions. JP asked CS for an update at the next meeting. He also asked for an update on patient demographics these are to be attached to the minutes of this meeting for information.

Staff photographs have been updated on the website. Most staff other than doctors are reluctant to have their photographs displayed. It was suggested that the website should include GP specialties and languages spoken. This information should also be available in the waiting room and on practice leaflets as well as the website as not all patients have web access. A discussion about information overload in the waiting room was also discussed. It was suggested that a loose-leaf file containing information may assist matters.

Alison Parker, the practice manager, is currently getting quotes for ID badges.

Dr Leuty, although now retired, is assisting the Practice in maintaining the website. It has recently been adapted to be iPad/tablet friendly. It is still developing but it is now much clearer.

Updates to the PPG page should be submitted to CS.

The Friends and Family data submitted to the CCG demonstrates that 93% of patients would recommend the practice to their friends and family. Arising themes centre around access.

Action: CS to send anonymized data from Friends & Family Question 2 to JP for review and discussion.

The March newsletter will go on the website when it is completed by CS.

Building works at a 858 including a new reception desk and radiator covers in the clinical rooms are almost complete. There will be a new sign outside for the surgery. Concern was expressed about the state of seating. This is next on the agenda for refurbishment.

2. Draft Constitution.

This was discussed at the last PPG meeting and has also been agreed by the practice. No further amendments were suggested. The constitution was ratified by the meeting.

Action: Constitution to be signed by JP and returned to CS.

3. Election of Chair and Secretary

Bill Brown nominated James Pam to be chair and Sue Clague as secretary. Both nominations were seconded and agreed wholeheartedly by the group. The positions will be for a one year period.

Action: Election of officers to be held in March 2016.

4. Core Group.

JP introduced the idea of the core group as being a small group of patients representing both surgeries that would take forward action required from the PPG meeting and would help to keep things moving between meetings in a timely fashion.

There appears to have been some confusion regarding the meetings of the PPG by some members of the group. JP clarified as follows:

Full PPG meetings - as was agreed at the meeting 04/12/14 - to keep to quarterly formal meetings attended by GP's and the deputy practice manager.

Interim PPG meeting – At the 4/12/14 meeting it was also agreed that the PPG would have an interim meeting, open to all PPG members that would help shape the agenda for the full PPG.

At the first interim meeting held at 858 on the 13th January it was agreed that it would be beneficial to have a Core Group who would action matters arising from the meetings. Ideally this would include a balance of patients from both 858 and VHC surgery. Currently there are more 858 patients than VHC patients in the group and JP invited anyone from the VHC to join. Three VHC members volunteered to join the Core Group.

Not all members of the PPG received notification of the 13th January Interim meeting. This was mainly due to JP having faulty email addresses. This has now been rectified.

Some raised concerns that PPG members, who were not members of the Core Group, would be left out of the decision making process. It was therefore agreed that the minutes of the monthly core group meeting would be sent to all PPG members.

Action: JP

Dr Elias expressed his support of the meeting structure. Following discussion it was agreed that these meetings would continue.

Some members disliked the term "core group" and following discussion it was agreed that it would be re-named the "Action Group".

For clarity the PPG meetings are now as follows:

Full PPG meetings – 12 weekly – These are formal meetings attended by GP's and the deputy practice manager. The meetings will take place at VHC.

Interim PPG meeting - 6 weeks after main PPG meeting - to help shape the required agenda for the PPG. The meetings will take place at 858.

Action group - monthly - to take forward action arising from PPG meetings. These meetings will take place at VHC

Action: JP and CS to set PPG meetings dates.

5. Texting Patients.

Cath Verhoeven presented this item. Patients have the opportunity to 'opt in' to a system where they can be sent text messages reminding them of appointments and providing other healthcare information.

The practice has decided on an 'opt in' rather than 'opt out' criteria for reasons of confidentiality. Posters and consent forms are displayed in reception.

Dr Mawji, [who attended for this item] and Dr Elias both commented that they have discussed at length the importance of protecting vulnerable people and the potential for breaches of data protection and for this reason the practice has adopted the 'opt in' option.

At a meeting between JP,DM,CV and CS in February it was suggested that members could

assist the Practice in the recruitment of patients to the texting scheme by talking to patients attending the two surgeries and giving them consent forms to complete.

CV has attended both surgeries as a trial run and has successfully signed up 20 patients. At the same time this has been an opportunity to inform patients about the PPG and she has recruited 7 new members.

CV has also been able to inform patients about a forthcoming on line appointments and repeat prescription service that will be launched soon.

CV circulated a list for PPG members to sign up to assist with recruitment. She is happy to be contacted if further support is needed. It was agreed that PPG support for signing patients up for the texting service will be time limited.

Action: CV will contact those who have signed up and arrange a time for them to attend surgeries. She will report back to a future PPG meeting on progress made.

6. IPSOS MORI Survey Update

Bill Brown presented this item. NHS England in partnership with Isos / MORI run an ongoing survey of the patient's experience of their GP Practice. During 2014, 102 patients completed the survey. The results suggest that the Practice is doing reassuringly well in important areas of work. Due to lack of time Bill agreed to write a summary article for the forthcoming newsletter. The article will also be included with the circulation of the minutes. A full report can be accessed online:

<https://gp-patient.co.uk/>

Action: BB to forward article to CS for inclusion in Newsletter.

7. CQC report.

Dr Elias summarised the findings of the CQC inspection at VHC on 3rd November 2014. Their report has just been published. We were assessed as 'good', meaning "the service is performing well and meeting our expectations" in all areas. They considered the practice to be 'safe, effective, caring, responsive and well led'. A copy of the report is on the notice board in each surgery and a full report can be accessed online.

<http://www.cqc.org.uk/location/1-577006248?referer=widget3>

8. Fundraising.

Anne Hardy presented this item. There is support for the idea of fundraising by some members of the PPG. CS has emailed staff to ask them for ideas about how monies raised could be used. It was suggested that an interactive TV screen in waiting rooms would be a good way of providing information to patients. This was supported by the group. It was suggested by a PPG member, that any funds generated by the PPG could be matched by the Practice.

It was agreed that the monies raised should be kept separate from the practices finances. DM suggested that it would be straightforward to set up a PPG fundraising bank account.

Action: CS to feedback to AH staff suggestions.

Action: Anyone interested in assisting AH in fundraising activities to contact JP or CS.

9. PPG website lead.

JP asked if anyone had any knowledge/understanding of website management willing to assist in keeping the practice website up-to-date. Alan Wilson volunteered that he had some experience and would be willing to assist.

Action: JP and CS.

11. Date of Next Meeting.

- Interim PPG meeting - 1pm, 5th May at Mapperley practice.
- Full PPG meeting - 1pm, 9th July at VHC. **Please note change of date.**

