

Victoria & Mapperley Practice PPG meeting held 9th July 2015 at VHC

Present :Barbara Kendal, Anne Hardy, Tony Wright, Christine Roach, Daphne Smart, Pat Graham, Bill Brown, Martin Rudge, Robin Taylor, Alan Wilson, Sue Hawksword, Catherine Wallis, James Pam [Chair], Sue Clague [Sec] ,Dr Elias, Collette Saxon.

Apologies : Helen Thompson, Dr Nightingale, Katherine Twigger, Debs Main, Anne Rawson, Catherine Verhoeven, Ingrid Green, Julie Lester-George, Rosemary Pickering.

James Pam welcomed everyone and introductions were made for the benefit of new members. The agenda order was changed to enable Bill Brown to leave the meeting early.

1) Friends and Family Questionnaire feedback.

Bill presented the background to the questionnaire and the results from January to March 2015.

Question 1 *"How likely are you to recommend our GP practice to friends and family if they needed similar treatment and care"?* 93% of respondents were positive in their views from 261 responses (total number of patients in the practice is 7200).

Question 2 *" Are there any improvements that you'd like to see"?* There were 190 responses, 60 from VHC [Victoria Health Centre], 130 from Mapperley. Issues from VHC were better decor and facilities, shorter waiting times for appointments, improved telephone access and more time needed for appointments. Issues from Mapperley centred around better decor, improved waiting times, better telephone response and improved appointments systems including opening times early morning and early evening.

Dr Elias summarised feedback from the Practice:

- Another telephone line has been installed at Mapperley. Although there will not be additional staff employed to respond to phone calls it is hoped that at peak times other staff in the surgery will be able to respond to incoming calls.
- There will be further refurbishment at Mapperley.
- An extra nurse has been recruited and is in post.
- In response to a question from James Pam, Dr Elias said that the Practice has developed a triage system in response to the heavy demand for appointments. The meeting felt that the Practice needed to inform patients about the triage system through the website, practice newsletter and by posters in the surgery.

Action: Dr Elias and Collette Saxon were asked to report on progress with this at the next meeting.

- Saturday working is still being evaluated, currently there is a nursing presence alternating between the two surgeries on Saturday mornings.
- There was a discussion about the number of patients who fail to attend for appointments. It was acknowledged that sanctions are not possible but clinicians are informing patients of the impact of failed appointments.

The Friends and Family questionnaire is ongoing. Collette commented that response rates are inevitably tailing off.

2) Matters arising from last meeting.

Online appointments system.

50 to 100 Mapperley patients have signed up to the online appointment system. Applications forms need to be completed to take advantage of this facility [See practice website <http://victoriामapperley.co.uk/> for details]. Technical glitches need to be worked through to enable this system to be introduced at VHC. Ordering online repeat prescriptions is not yet available.

Name badges are about to be worn by all staff. James reminded the meeting that this was a PPG request of the Practice.

Appointment reminder texting service. This needs further guidance from the CCG Information Governance Officer. The Practice view is that individual patients should 'opt in' to this service. This approach differs from many other G.P Practices in the Commissioning Group who have chosen to sign all patients up to the texting service without asking for individual consent.

Fundraising. Collette reported that suggestions from the practice for fundraising included a hydraulic couch and filing cabinets. Anne Hardy is the lead for fundraising.

Collette suggested that the Practice was keen to promote the Macmillan Cancer coffee morning on September 25th. Funds raised would go to Macmillan Cancer Support.

James asked for PPG members interested in supporting a fundraising initiative to contact Anne Hardy [email vandmppg@gmail.com or leave a message at the VHC surgery]

3) Objectives for the Year.

Preliminary discussions commenced at a recent Action Group Meeting and these were brought to the PPG for further discussion and agreement:

a) ***The PPG membership should reflect the Practice demographics.*** There was an under representation of young people, patients from the

minority ethnic community and men. The PPG agreed that a better balance of membership should be a priority for the year.

b) **Improve 'signposting' to the PPG page on the Practice website.** In March Alan Wilson had offered to support the Practice in updating the website but no progress had been made. Dr Elias recognised that there was a lack of capacity within the Practice to take this matter forward and agreed to liaise with Dr Luty and explore how Alan could assist the Practice. A priority is to ensure that patients logging onto the site have access to PPG information and that documents are uploaded in a timely fashion. All agreed that this was an important priority for the PPG and Practice.

Collette advised the PPG of the practice Objectives for the year as agreed at a recent partners meeting:

PRACTICE OBJECTIVES 2015/16

- We plan to prepare for a CQC inspection of the Mapperley branch - date TBC.
- We have procured a new telephony service at Mapperley which we hope will make access somewhat easier - more lines predominantly.
- we aim to continue to run a practice which is financially-viable and meets the needs of *all* our patients
- we hope to finance and effect further refurbishment work at the Mapperley surgery, in particular the consulting rooms and then waiting room.
- we are in the process of appointing additional nursing staff to complement the existing team and meet the needs of our patients better.
- to weather the ongoing tide of top-down centrally-driven change within the National Health Service, with particular regard to any agendas set by the new government.

James Pam asked that the PPG be consulted when the Practice begin to plan the refurbishment of the Mapperley Waiting Room.

Robin Taylor returned to fundraising and suggested an interactive TV in the waiting rooms. While this would be of real benefit to patients the purchase costs may be beyond the capacity of the PPG. Robin also raised the issue of a nearby practice that is closing and asked whether the practice would be taking additional patients. Dr Elias said that the practice list remains open but added that not many new patients from that GP practice had migrated across.

4) Newsletter.

Sue presented this item and asked whether members of the group had received the recent edition. The majority of members had not seen it and it

was suggested that this may be because it is only available to patients attending surgery. After discussion it was agreed that the Newsletter should be posted on the Practice website to access a wider readership.

There was a request for PPG volunteers to help Collette with the newsletter
Please register interest through the PPG email address:

vandmppg@gmail.com

The next newsletter is due out shortly and it was agreed that the PPG section should highlight feedback from the Friends and Family questionnaire. There was also agreement that the new triage system should be covered in the main section of the Newsletter.

5). Walking for Health.

Due to time pressures this item will be addressed at the next meeting. James asked Dr Elias and Collette if the Practice could comment at the next meeting on their views about this community initiative. For more information see

<http://walkingforhealth.org.uk/>

Next meeting October 1st, 1pm at Victoria Health Centre.