

TWO RIVERS MEDICAL CENTRE, IPSWICH

PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting held on Tuesday March 5th, 2019
at TRMC at 6.30pm

Present:

Anne Walker (AW), Jo Hutchinson (JH), Jenny Pickering (JP), Pippa Sheldrake (PS), Sally Gardiner (SG), Bernadette Smith (BS), Angela Harvey (AH), Jean Garnham (JG), Dr Knight (JK), Jess Gaskell (JessG), Rachel Helliard (RH)

AW welcomed Jan Parry as an observer to the meeting.

1. Apologies:

KS and SH

2. Minutes of meeting held on 8.1.19

These were signed as correct by AW.

3. Matters Arising, not covered by the Agenda

- Website video for online booking. Rachel Shanks is working on this.
- Active Lives have been invited to a Receptionists' meeting by Jess G
- Clinicians making own patient follow up appointments. JK said he thinks more clinicians are making their own FU appointments, so improving continuity of patient care. RH commented that this system works best when the surgery is fully staffed.
- Receptionists' badges. Jess G said that the badges are ready for use once the telephone message has been updated by JK. JK
- Practice leaflet update. Jess G has updated the leaflet. The draft leaflet will be sent out to PPG members for comment before it is uploaded onto the website. Jess G

4. Practice report and staff changes. Already circulated.

This was discussed at the meeting.

Care Navigation Report

Jess G said that 'Care navigation' would be included in all future 'Practice and staff reports'. She circulated the initial 3 month report to members and this was discussed. Jess G said that her team had learned a lot in the first month of using the new template and that it was now being used more appropriately.

5. Missed appointments

AW commented that she was disappointed that the PPG had not been notified that the Practice had stopped sending out DNA letters to patients nearly 3 months ago. JK apologised to the group and said that the Practice had taken the decision as they were unsure that it was making any appreciable difference to the overall DNA rate. He said that comparative stats for the Suffolk GP practices on DNA's had shown that TRMC is in the middle of the league, and that when the Practice is under staffing pressure, the letters are very labour intensive. The Practice will look at trends and re-evaluate after 3 months and 6 months. The PPG understood the rationale and will continue to monitor.

6. Complaints and praise. Circulated to PPG Group. JK/RH

These were discussed and questioned by the PPG and mention made that it was good to see so much praise for the Practice.

7. PPG £ initiative update. AW

AW outlined the developments which had happened since the last PPG meeting. The patient induction afternoon had been a success but the surgery needs to find more pre-diabetic

patients (preferably in the younger age range) to fill the 3rd class at Sports Med East. This would ensure that the Practice makes the most of the CCG money.

8. Feedback from Focus Groups

- Social prescribing. Jess G said Activlives, Warm Homes and Age UK had all been approached about having a stall in the surgery on March 12th.
JH is to put together a list of organisations who might also like to have a stall in the waiting room/s. She will forward the list to RH and Jess G and together they will draft a letter asking the organisations whether they would like to have a regular waiting room stall, and if so, how often. JH
PS suggested adding a health visitor to the above proposed list but members felt that health visitors would probably not have the time to spare. The suggestion of support to new parents was a good one and other ideas would be welcome.
- Patient safety. BS commented that it is still difficult for patients to get to see the same Practitioner. Jess G commented that maybe some of the reception team are less flexible than others when interpreting the protocols for patient booking. AW asked whether there is a system for flagging patients for prioritisation, but RH said that there is not.
- Patient Experience. No updates available.
The meeting decided that all 3 Focus Groups should be kept on the PPG Agenda .
SG thanked AW and JH for their hard work on social prescribing and in particular the PPG£ Initiative.

9. AOB

- AH asked if the start of future meetings could be put back to 7pm, but the meeting decided to continue with the 6.30pm start.

Dates of future meetings 2018

Tuesday May 7th at 6.30pm AGM

Tuesday July 2nd, 6.30pm

Tuesday September 3rd 2019, 6.30pm

