



PATIENT PARTICIPATION GROUP

Minutes of a meeting 6th June 2018 at 6:30pm

Chair: Spencer Oates (Deputy Practice Manager)

Dr Tim Williams (GP)

Minutes: SO

Members Present:

CL, DH, JM, MK, CD, LB, JE, TS, JW, MT, BT, (Amreez, Connor – Whitworths Pharmacy) Lucy Beal.

Apologies: CF, SN, KS, JS, DR

SO opened the meeting by thanking everyone for attending and confirmed group agreement with the content of the minutes from the last meeting.

1. Health Trainer Introduction.

Lucy Beal introduced herself and gave an overview of the services they provide. Information leaflets are available at Reception.

2. PPG Noticeboard – Updating.

It was raised by a member of the group that the PPG noticeboard did not really display any relevant information and was in need of an update. 5 members of the group (CL, DH, JM, CD, JW) offered to work together to come up with some ideas about information that would be beneficial to our patients. They agreed to do this via email and SO offered to share their emails, after obtaining consent from those involved. An email has been sent to these 5 members without hiding their contact emails so that they can now share ideas by replying to all. Any ideas generated will be brought to the next meeting.

3. Including patient ideas from non-PPG members.

Members of the PPG raised the idea that it would be worthwhile obtaining feedback from patients who were not members of the PPG. This question highlighted that it would be particularly beneficial to prevent the PPG being viewed as a membership only group, as this could imply that patients needed to attend every meeting, which could put some people off getting involved. One member suggested that we could change the name from PPG to 'Patient Forum'. SO explained the origins/original purpose of the PPG based on obtaining the voice of our patients for enhanced service, but Sothall MC had kept the PPG going as it was very beneficial to the surgery and patients alike.

We also chatted about the idea of introducing a Comments/Suggestions box in reception so that people who could not attend the PPG meetings could feedback to the surgery about any ideas for improvement.

4. Weighing scales for waiting room (patient use).

CL asked for this item to be placed on the agenda as he had recently seen a television programme in which a GP surgery had a set of weighing scales in their waiting room for

patients to use prior to seeing a clinician. This could save clinical time during the consultation and could be used as a conversation starting point to discuss weight and healthy living. LB suggested that she could run weight management sessions on Friday morning when she was working with the surgery. TW advised that it would be more appropriate for our staff in-house to offer these services as part of the CDM process. TW wondered whether there might be any CCG funding available to pay for resources like these. The surgery would make enquiries with the partners and establish costs associated with the purchase of a set of scales for the waiting room.

5. Making patients aware of DNAs and associated costs.

CL asked whether it would be possible to inform patients of the number of DNAs the surgery had during a week/month and the associated loss of time/cost associated with this. The surgery had recently taken advantage of a city-wide initiative known as DNA-Man. This advertising campaign to reduce the number of DNAs within general practice has been rolled out throughout the city and we had a window decal and a stand-up display within the surgery. In general as a surgery we do not suffer from DNAs like most Sheffield practices seem to. On average we have approximately 35 DNAs a week, as opposed to 100+ in similar surgeries throughout the city. Therefore we do not feel that we need to highlight this to our patients, although we certainly would do should this issue become more apparent.

6. Practice Volunteers

Further to a previous meeting's discussion surrounding the use of patient volunteers at the surgery, TW has organised a meeting with Voluntary Action Sheffield to discuss how this could work and legalities surrounding this idea.

This meeting has been planned for 20th June 2018 at 10am at the surgery. SO had previously contacted the PPG to ask if anyone would be interested in attending on this day, and both DH and TS confirmed that they would be happy to attend. An email full of ideas was also received from SN.

The outcome of this meeting would be fed back to the next PPG meeting.

Any other business

a) Plants in the waiting room.

The issue of the plants in the waiting room offering a privacy solution for the front desk was raised again. SO explained to the group that the purpose of the plants were to provide privacy at the front desk whilst still allowing reception to monitor the waiting room. JW suggested that we could look at a more solid screen solution with a wall-mounted mirror to allow monitoring of the waiting room. The surgery would consider this as an option and feed back to the group.

b) Online Prescriptions – extra comments on the requesting screen

DH mentioned that every time she had written a request as extra information on the online prescription request service it very often gets missed, and a telephone call needs to be made to reception to request this again. This was reiterated by a further 2 members of the PPG who had experienced something very similar recently. SO explained that the format of

the task the surgery receives from Patient Access Online was not very clear to understand with the written request information right at the bottom of the task amongst lots of other information. SO would check with reception that these were being checked appropriately and feed this back to the Patient Access Online system.

c) Telephones

SO informed the group that during our period of closure for staff training on Wednesday 6th June (pm) we had had a brand new telephone system installed, with all new handsets and a call queueing system. Feedback from the group suggested that they thought this was a good idea and looked forward to utilising the new system as required.

There being no further discussions, the meeting closed at 19:35.

Next meeting Wednesday 1st August 2018, 18.30 at Sothall Medical Centre.