

**Burlington Primary Care
Patient Participation Group meeting
Tuesday 11th September 2018
5.00pm**

Present:

Lady Gillian Whitbread, David Willson, Dr Flett, Jo Lennox, Hollie Hart, Zoe Knight

Apologies

Nurul Chowdhury, Mr Matthew Woor, Mr Bhupindar Sually

	Minutes	Action
1.	<p>Welcome by Jo Lennox</p> <p>There was discussion about the role of the PPG and what the Practice wanted it to achieve. Dr Flett referenced the minutes of the meeting 15/5/18 (Appendix A) where the premise of the PPG had been discussed.</p> <p>“Critical friend”, “sounding board” and “transformational” were all used to describe what the PPG should be.</p> <p>The PPG should be 2 way – ideas for making use of the PPG should come from the Surgery and the PPG.</p>	
2.	<p>NHS Tea Party feedback</p> <p>Gill updated the group about the tea party. It was a very disappointing turn out with no patients having attended. The homeless shelter was not happy to take the leftover food (even though most was still in its packaging) so Gill took it to the church the following day and they accepted it. HH to arrange reimbursement to Gill for the food and drinks purchased.</p> <p>Discussions were had about how the tea party could have been advertised better and how it may have been helpful to have targeted certain groups (e.g. patients with dementia and their carers) but it was decided really that the lack of community in Ipswich town centre Practices is really what affects the success of events like this.</p> <p>For future events some things to take into account might be:</p> <ul style="list-style-type: none"> • Holding the event at the surgery rather than at an external venue • Targeting specific patients • Getting Receptionists to tell patients about it when they see them • Might be better to have a combined event with other practices in Ipswich 	HH
3.	<p>Zoe Knight – CCG PPG funding</p> <p>Zoe discussed the PPG funding of £1000 which we can put a bid in for. The deadline for bids is 5/10/18 but if we are unsuccessful in this round there is another round of bids again next year. Zoe gave Hollie the paperwork which she will complete and submit.</p>	HH

	<p>Some examples of what the money can be used for are:</p> <ul style="list-style-type: none"> • Venue hire for patient education events • Speakers for patient education events • Banners to advertise the PPG • Education days/sessions • Supporting the practice in the rolling out of care navigation <p>Zoe said she has some information on care navigation that she can send to Hollie</p>	
4.	<p>Online Services promotion</p> <p>Hollie gave information to the PPG members on some GP online services webinars for PPG group members. Details will also be sent out with the minutes for those members who weren't present at the meeting.</p>	HH
5.	<p>Recruitment of PPG members</p> <p>Zoe said that Two Rivers has a very successful established PPG. They had a big banner advertising the PPG and she will send details of where they purchased it from to Hollie.</p> <p>Hollie suggested sending a text out to our patients this week telling patients that our PPG is looking for new members</p> <p>Dr Flett said that any PPG events should be dual purpose, the opportunity should always be taken to advertise the PPG during the event.</p> <p>All agreed that the PPG should have a table and banner in the waiting room(s) on a regular basis to try and recruit new members. They can also be a sounding board for patients with any feedback they have for the Practice.</p> <p>The banner should be very visual and have words like "transformational", "critical friend", "feedback" and "opinions" on it. They could also have some leaflets that they can give out, e.g. info about carers/dementia services. They can ask patients what they would like to see in the waiting room and on notice boards.</p>	HH
6.	<p style="text-align: center;">Date of next meeting Tuesday 20th November 2018 @ 5pm</p>	

Appendix A

**Burlington Primary Care
Patient Participation Group
Tuesday 15th May 2018 at 17:00pm**

Chair: Dr Alastair Flett (GP Partner)

Present : Mr Nurul Chowdhury, Mr Keith Rudland, Mrs Dianne Rudland ,Lady Gillian Whitbread, Mrs Monica Mota

Apologies Mr Matthew Woor

1. Dr Flett chaired the meeting, there was no decision taken on a future chairperson
2. Future Minutes- The PPG asked for someone from the surgery to take, type and circulate the minutes of future meetings - Dr Flett agreed with the PPG to follow up on this.
3. A discussion was had about backgrounds and reasons to be part of the PPG the group are keen to be transformational rather than using tick box exercises.
4. Dr Flett gave an explanation on some things likely to happen in the future, including a proposed merger with Derby Road Surgery .The PPG asked what topics came out of complaints, Dr Flett informed them that they consisted of Rude Receptionists, Telephones and how difficult it was to make an appointment.
5. An agreement was made that the PPG will act as a 'go between' patients and the surgery helping both sides to understand each other and encourage change as needed.
6. Ideas for the PPG to look at
 - a wide ranging discussion took place on the constraints and difficulties of general practice,.
 - Up coming changes and the whole current patient experience
 - How to reach groups with communication difficulties from Non English Speaking to Impaired hearing
 - Learning Disabilities
 - Dementia
 - No action points were taken.
 - **The difficulties some patients encounter getting through on the phone and the staff's feeling of frustration on dealing with rude patients.** The PPG were very clear in their support of the staff in general but had ideas of how improvement could be made. It was felt that there was a link between the perception of frustration and rudeness of some patients towards reception staff, which lead to an unhappy reception team
 - **Complaints**-The PPG were keen to look at the complaints overall and see if they could offer a port of call for complaints of a non-clinical basis
 - The PPG asked for consideration of their own suggestion box.
 - Dr Flett informed the PPG that the surgery has acquired some finger monitors which measure the pulse and can detect irregular rhythms. Some of the PPG were keen to see if they could help out using these in the waiting rooms. Dr Flett felt there would need to be a protocol of referral for those picked up and some information beforehand

to inform people of the reason for this test and the possible outcomes. There would need to be some direct access for clinical review in the first place.

ACTION POINTS

- Dr Flett to investigate the telephone system and report the findings at the next meeting.
- Dr Flett to ask for a summary of complaints and numbers to be forwarded to the PPG by email for discussion at the next meeting.
- Dr Flett to ask the practice if a suggestion box can be placed in reception and the contents to be forwarded to the PPG. If agreed this will be passed to Julie to set up.

DATE AND TIME OF NEXT MEETING

TUESDAY 3RD JULY 2018 AT 17:00 at

BURLINGTON PRIMARY CARE

FUTURE MEETINGS –to be programmed well in advance and the PPG can meet without surgery representation any time but minutes to be kept and circulated to the appropriate people.

Tuesday 11th September 2018

Tuesday 20th November 2018

Tuesday 29th January 2019

Times and Venue to be confirmed