

**ABBAY MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP**  
**Meeting held on Wednesday 27th February**  
**in the Practice Common Room**

**PRESENT**

Diana Cowan (Chair)	Alyson Grout
Jane Foster (Vice-Chair & Secretary)	David Cowan
Jenny Langley	Roy Caldwell
Sue Waters	Brian Palmer
Teresa Webb (Practice Manager)	
Jeanette Barnes	

**APOLOGIES**

Richard Allen (Business Manager)	Graham Clelland
Dr Stephen Grant (GP Representative)	I

**MINUTES**

**1. Welcome and apologies**

1. Diana opened the meeting by welcoming Helen Perry, Social Marketing Manager of the South Worcestershire Clinical Commissioning Group (SWCCG), and AMP PPG members to the Meeting. She told the group that Graham Clelland had resigned from the PPG due to pressure of other commitments.

**2. Briefing on CCG's engagement model and plans for PPG involvement**

2. Helen Perry gave a brief introduction to the SWCCG (circulating the document *An introduction to South Worcestershire Clinical Commissioning Group* published in July 2012 to those members who had not previously seen a copy) and explained that her role was to engage with patients and the public, especially those hard to reach; she felt that groups in GP practices were key. There is a launch event for the CCG to be held on 13th March, Roy has applied for a place; Brian and Alyson also may go.

3. Helen then moved on to discuss the *Communication and Engagement Strategy 2012/13 V 2.0 updated October 2012* which is available from the CCG website. She outlined the different levels of patient engagement which includes a *Patient Membership Scheme 'Better Together'* for patients over 14, with three levels of involvement from receiving information and completing surveys through attending meetings to taking part in quality assurance visits. It was hoped that PPG members would join this scheme.

4. Helen then went on to explain that each locality has a *Patient Advisory Forum* made up of no more than one representative from each PPG. This has replaced the *SW PPG Network and Support Group*.
5. Currently David is our rep on the Forum. At the next level above, two PPG members from each locality sit on the *Patient and Stakeholder Advisory Group (PSAG)* which reports to the *SWCCG Governing Body*. David said he would think about putting himself forward for the PSAG and would let Helen know.
6. David then fed back from the last *Patient Advisory Forum* Meeting. He said that the ToRs for the Forum had been modified, that it had been agreed that the Minutes should be made available ASAP rather than just before the next meeting and that attendees had expressed an interest in a demo of a website for patients.
7. Diana thanked Helen for her briefing and she left the meeting.

### **3. Minutes of the Meeting held on 25th. October 2012.**

8. Diana signed the Minutes of the previous Meeting which were agreed as a correct record.
9. The Actions from the last meeting had been completed or were overtaken by events.

### **4. Matters arising:**

10. Brian told the meeting that he regarded the new *Patient Advisory Forum* as our way of exerting influence on the CCG as a combined PPG voice, which should carry more weight. It was agreed that input to, and feedback from, the Forum should be a standing item on the AMP PPG agenda and that the PPG should see the Forum Agenda and papers beforehand.

### **Action Feb 13-01 - Jane to add *Patient Advisory Forum* as a standing item on the AMP PPG agenda.**

11. Diana asked for an update on the plan to advertise for an additional 3-day-a-week salaried partner. Teresa said that the plan was 'on the back burner'. There had been two replies to the advertisement but neither applicant had been suitable. Instead the GPs rota had been reorganised to provide more uniform cover and the practice was trialling the use of locums to provide additional cover. She expected that locum cover would amount to 6-7 days a month.
12. Teresa also told the meeting that a new part-time prescribing nurse had recently been appointed which would provide an additional route for patient advice and treatment for minor illnesses. The nurse works Wednesday to Friday. Other pre-existing practice nurses had now expressed a desire for undertaking the necessary extra training themselves to become prescribing nurses.

### **5. Correspondence**

13. There had been no correspondence.

## 6. Election of Officers

14. The following unanimous elections were made:

Chairman: Brian - Proposed Diana, Seconded Alyson.

Vice-Chairman: Diana - Proposed David, Seconded Jeanette.

Secretary: Jane - Proposed Diana, Seconded Sue.

## 7. Practice Survey Results

15. Teresa explained that the first patient survey conducted in the surgery in July 2011 had used the General Practice Assessment Questionnaire (GPAQ).

16. She updated the PPG on the progress of the action plan drawn up at a special meeting of the AMP PPG in October 2011:

- *Opening hours* - it had been agreed that these should be kept under review and extended should extra resources become available

Action ongoing

- *Advance appointment booking* - information about advanced booking was now available on the digital patient information screen and had replaced the music played on hold on the telephone system.

Action completed

- *Telephone answering response time* - online appointment booking had been introduced which it was hoped would reduce the pressure and consequently improve the response time on telephone bookings.

Action success to be evaluated at next survey.

17. Teresa circulated the AMP Report of the Results of the Patient Survey 2012.

This survey was launched in September 2012 and used a much simpler questionnaire designed by the Abbey's website developers for use both online and in the surgery. The survey had run until the end of December 2012 and generated 50% more responses than in 2011. Approx. half of the responses had been made online.

18. Please see the report for the full results, key points were:

- Access - 67% found it easy to get through on the telephone which was a slight improvement on the 61.5% in 2011; 75% thought the receptionists were courteous but there were some free-form comments indicating room for further improvement in this area.
- Appointments - 73% found it easy to get an appointment at the time they wanted, 81% could usually see a Dr within 2 working days. 75% rated this good. The scores for GP explanation, care, concern and involvement in decision making were mostly above 90%. 85% patients felt it was important to see their own doctor. There was a small drop in satisfaction (84% vice 87%) with appointment length. 99% thought the ability to speak to a doctor on the telephone was good.
- Opening hours and patient information - 90% thought that opening hours were good, 56% were satisfied with current arrangements; 27% would like

weekend opening. About two thirds of patients were aware of the current sources of patient information: the brochure and website.

- Overall 99% patients were satisfied with the service from the surgery and 97% would recommend it to new patients.

19. The report included an action plan but as the PPG had not had time to see the report in advance and digest the findings it was agreed that this item should be revisited at the next meeting including considering ideas for patient education.

**Action Feb 13-02 - Jane to add *Patient Survey Action Plan* to the next AMP PPG agenda.**

20. Teresa told the PPG that the same survey would be repeated for 2013. She intended starting it in April 2013.

**8. AoB**

21. Teresa also mentioned that the practice website would be moving to the EMIS web-based clinical system on 24th July with the rest of the CCG which would include better access to patient records. In response to a question from Roy, Teresa confirmed that patient log-in would not change

22. Diana said that she would circulate a written report on the comments that had been received on the *Inside Out* programme.

23. It was also noted that the plan to replace NHS Direct with NHS 111 had been postponed to March 2013.

24. Jane said that she thought the paper notice by the appointment touch screen was looking a bit scruffy. Teresa agreed to sort that out.

**Dates of Future Meetings**

25. The next meeting will be held on **Wednesday 27th March** at 6:30 in the Practice Common Room. Members are reminded to arrive before 6:30 p.m. when the doors will be locked.

26. There was no other business and the meeting rose at 8:00 p.m.

**Actions**

No.	Action	Owner	By	Status
Feb 13-01	Add <i>Patient Advisory Forum</i> as a standing item on the AMP PPG agenda.	Jane	Next meeting	New
Feb 13-02	Add <i>Patient Survey Action Plan</i> to the next AMP PPG agenda.	Jane	Next meeting	New

**Signed as a true record**

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**Mrs Diana Cowan, Chairman**

**Date.....**