

**Westgate Practice**

**Patient Participation Group (PPG)**

**Meeting Held Monday 29<sup>th</sup> July 2019**

**1.30 – 3.00 Boardroom**

**Acting Chair: Prof. Helen Stokes- Lampard (Dr.H)**

<b>Present</b>	<b>Apologies</b>
<ul style="list-style-type: none"><li>• Acting Chair: Prof. Helen Stokes- Lampard (Dr.H)</li><li>• Sara Allen (SA) – Patient Liaison Officer</li> <li>• Betty Bradbury (BB)</li><li>• Lorna Bushell (LB)</li><li>• Lesley Bushell (LBu)</li><li>• Sue Charles (SC)</li><li>• Jack Crawford (JC)</li><li>• David Dundas (DD)</li><li>• Sheila Espin (SE)</li><li>• Pam Handscomb (PH)</li><li>• Diane Lucas (DL)</li><li>• Pamela Playle-Mitchell (PPM)</li><li>• Andy Smith (AS)</li><li>• Shirley Trelfa (ST)</li><li>• Pamela Usher (PU)</li></ul>	<ul style="list-style-type: none"><li>• Mark Coates</li><li>• Margaret Harding</li><li>• Brian Mills</li><li>• Claire Potter</li><li>• Olga Vikhireva</li></ul>

<b>Agenda Item</b>		<b>Actions/By who</b>
1.	<p><b>Welcome, apologies &amp; introductions</b></p> <p><b>Dr.H</b> welcomed everyone to this second meeting of the newly forming, reinvigorated Westgate PPG (7 people had attended the previous meeting, 6 new attendees); introductions followed, including giving some detail of individuals previous relevant</p>	

	<p>experience which may support the PPG. <b>Dr.H</b> was keen to stress that we move forward as one i.e. The Westgate PPG.</p>	
<p>2.</p>	<p><b>Minutes &amp; Actions from previous meeting</b></p> <p>Minutes agreed in principle, to feedback to SA if any factual inaccuracies noted.</p> <p><b>SA</b> tabled a log of actions / progress from last meeting which were discussed:</p> <ul style="list-style-type: none"> <li>➤ Terms of Reference – still to be agreed – Amber</li> <li>➤ Phlebotomy Service – Posts filled, now offering 60 hours per week – Green</li> <li>➤ Telephone Message – has been reviewed &amp; shortened – Green</li> <li>➤ Separate appointment cancellation line – now in place – Green</li> <li>➤ Challenge of securing appointments – system changed to 48 hrs &amp; 1 week ahead, feedback positive – Green</li> <li>➤ Concern re no. of new dwellings in Lichfield area –no resolution with regards to Health facilities - Red</li> <li>➤ PPG to be registered with NAPPG’s – initial registration has been completed – Green</li> <li>➤ Raise presence of PPG in surgery – ongoing - Red</li> </ul> <p><b>SA</b> to remove all completed (green) items from the action log.</p> <p><b>PPM</b> raised issue of ‘no shows’ with regards to appointments &amp; if there is any correlation between those appointments booked online &amp; those by telephone with regards to ‘no shows’. Also for individuals i.e. GP’s/Nurses/ANP’s. Precise data not immediately available, circa 300 no shows in June 2019; <b>SA</b> to bring data to next meeting.</p> <p><b>DL</b> raised point that whilst booking online you can lose your slot to someone else whilst completing the ‘reason for needing an appointment’ box. <b>SA</b> said she would d/w Laura Griffiths (IT Services) to see if this can be resolved.</p>	<p><b>PPG</b> – check minutes</p> <p><b>SA</b> to update for next meeting</p> <p><b>SA</b> – ‘No Show’ Data for next meeting</p> <p><b>SA</b> - D/W IT Services</p>

	<p><b>JC</b> requested that an email be set up for the PPG so that members can link up (? PPG.Westgate)</p>	<p><b>SA - D/W IT Services</b></p>
3.	<p><b>Sign off Terms of Reference</b></p> <p>TOR's circulated to the group, 6 new attendees;  <b>Dr.H</b> agreed that this action will be completed at the next meeting in October 2019.</p>	<p><b>PPG group</b> to read &amp; feedback</p>
4.	<p><b>Visibility of PPG – Feedback on observations &amp; suggestions for improvement in the surgery &amp; online/social media</b></p> <p><b>Dr. H</b> asked for comments with regards to the website – no issues raised.</p> <p><b>Dr.H</b> asked whether anyone had seen the PPG noticeboard. <b>JC</b> felt it wasn't in a very good location i.e. over on right hand side, may not see it if not checking in on that side. ? Relocate to foyer or more visible area. Others suggested also putting PPG information in each waiting area, and at Shenstone surgery.</p> <p><b>Dr. H</b> opened a discussion with regards to general communications. <b>DD</b> asked whether it would be possible to be able to email your GP. <b>Dr.H</b> said this has been raised &amp; discussed previously by the Partners but it has been felt that it would create a backlog of emails; would be logistically difficult and may compromise safety if there was a delay in responding. She also mentioned that there is the E-Consult facility &amp; Westgate.Westgate email. This led to an explanation of the set-up of the practice with regards to Partners/Salaried GP's/Trainees etc., and <b>Dr. H</b> said they would continue to explore the possibilities around emails.</p> <p><b>PPM</b> raised issue of Blood test/test results, wait at present is 5+ weeks; Cervical Screening is 14 weeks. <b>Dr.H</b> stated that time taken to receive results from xray &amp; cervical screening is outside of our control as they are a national screening/NHS service. She did reassure the group that with regards to Cervical</p>	<p><b>Dr.H</b> to raise with partners</p>

	<p>Screening a quick screen is done on all samples with any issues being fast tracked. Suggested putting a note on the website/noticeboard re the wait for results.</p> <p><b>LBu</b> raised the issue of trying to book appointments at busy times when they are all released at 8.00am, <b>Dr.H</b> explained that other systems had been tried but felt that there will be issues whatever time is chosen.</p> <p>Group discussed use of social media such as Facebook and Twitter, didn't feel appropriate at present.</p>	<p><b>SA</b> – IT services.</p>
5.	<p><b>Update re local council developments – DD.</b></p> <p><b>DD</b> gave an update with regards to number of new houses/apartments being built in Lichfield currently &amp; planned in the near future. Particularly concerned re South side of Lichfield, no new Health Centre planned. A letter has previously been logged by Chair of Lichfield Council stating that a new facility was not needed. Need CCG to write a letter to the council re the need.</p> <p>Also concern re number of dwellings specifically for over 65's without due consideration to healthcare needs of this age group.</p> <p>Discussed the possibility of a new health facility in the centre of Lichfield when area around the bus/police station is cleared; could be a well-being centre incorporating the health centre.</p> <p>All needs to be taken and agreed at CCG level; put forward to the council so the Birmingham Road site is seen as an opportunity.</p> <p><b>Dr. H</b> said she would raise this at the partners meeting; she clarified the partner's position with regards to input. Also that NHS Estate doesn't have any funding at present, going through a review.</p> <p><b>DD</b> said he would be willing to come in to talk to partners.</p>	<p><b>Dr.H</b> discuss with partners &amp; feedback</p>
6.	<p><b>Update from Pamela Playle-Mitchell</b></p> <p><b>PPM</b> talked about feedback from CCG &amp; District; she is the only person who attends from Lichfield so is</p>	

	<p>keen to get everyone’s feedback to take forward. There was discussion around complaints: numbers/types &amp; teams. <b>SA</b> to share data at next PPG meeting, &amp; link with <b>PPM</b>.</p> <p><b>DL</b> suggested a simple way of patients giving positive feedback to staff might be to use a scheme whereby positive tokens (i.e. images of bouquets) could be posted in the feedback box, not just complaints. This might encourage a swift way to give feedback without having to write anything down.</p> <p><b>ST</b> spoke about PALS in relation to complaints at Samuel Johnson where she volunteers. <b>Dr.H</b> indicated that we direct patients to PALS if required but we do have our own in-house complaints handling system.</p> <p><b>Dr.H</b> asked for ideas on how we can increase feedback via the Family &amp; Friends feedback.</p>	<p><b>SA</b> to consolidate data &amp; bring to next PPG.</p> <p><b>SA</b> to look into this.</p> <p><b>PPG</b> members to report back at next PPG</p>
<p>7.</p>	<p><b>Patient Data Update</b></p> <p><b>SA</b> tabled raw data provided by IT showing website usage. <b>JC</b> pointed out that a lot of people would go through EMIS when booking appointments etc. so this wouldn’t be captured. <b>SA</b> to check if this data can be captured; also data re PPG numbers; patients with online accounts etc. <b>DL</b> stated that the stats need more analysis to establish patterns e.g. ‘flu vaccination times etc.</p> <p>Discussion followed re computer systems differing in hospitals to those in GP services, this causes hold ups with appointments; results etc. <b>Dr.H</b> gave history of why this is so &amp; examples</p> <p><b>Dr.H</b> discussed staff numbers at the practice; there are currently about 100 employees in total, 22 being GP’s. Need to know breakdown of staff roles &amp; WTE. Patient numbers are currently around 28,900 &amp; rising.</p>	<p><b>SA</b> to gather further data for next meeting</p> <p><b>SA</b> to get staff WTE stats for next meeting.</p>

<p>8.</p>	<p><b>A.O.B</b></p> <p><b>JC</b> made group aware that the NHS England Patient Satisfaction Survey has been released so can look at how the practice compares locally &amp; nationally.</p> <p><b>LBu</b> asked whether it would be possible to have some sort of shelter for patients when they are waiting for surgery to open &amp; also some seating outdoors. <b>Dr.H</b> said it may be possible to have a canopy/shelter by the entrance but it would be costly &amp; would have to be approved &amp; supported by NHS property services. <b>SA</b> asked for any ideas about how the queue could be resolved &amp; people to be able to sit down whilst waiting for a receptionist.</p> <p><b>Dr.H</b> raised the topic of the upcoming ‘flu clinics for Autumn; asked if anyone would be interested in supporting the clinics with giving information re PPG; providing tea/coffee for a small charge – money to go to providing equipment for the surgery. Also discussed having other health information available <b>LBu</b> would be happy to provide information around Arthritis Care.</p> <p><b>SA</b> stated that the dates for ‘flu clinics were not yet finalised, next meeting is on 15<sup>th</sup> August so she will take forward ideas &amp; then confirm back to the group by email with dates/arrangements etc.</p> <p><b>DD</b> raised the issue of the position of Samuel Johnson Hospital now that it is part of Derby/Burton, concern that services will be pulled further away to Derby. He encouraged everyone to become a member of the hospital, can join on line, no commitment but can go along to meetings. There is also currently a vacancy for a governor if anyone was interested in this role.</p> <p><b>Dr.H</b> discussed how the PPG would evolve going forward; need to elect a chair &amp; other roles, volunteers asked for by <b>Dr.H</b>. Agreed this will be done at the next meeting.</p>	<p><b>Dr.H</b> to explore possibility of canopy/seating</p> <p><b>PPG</b> members to report back with ideas at next PPG</p> <p><b>SA</b> to contact PPG members after 15/8/19.</p> <p><b>PPG</b> to action at next meeting.</p>
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	<p><b>PPM</b> would like to have a doctor present at meetings of the PPG going forward <b>Dr.H</b> agreed. <b>JC</b> said that from previous experience this does not need to be the same doctor at every meeting.</p> <p><b>PPG</b> agreed that they were happy to share email addresses. <b>ST</b> requested to receive information by post.</p>	<b>Dr.H</b> to discuss with partners.
9.	<p><b>Date/Time of next meeting</b></p> <p>It was agreed that the next meeting of the Westgate PPG will be held on <b>Friday 4<sup>th</sup> October 2019 1.30 – 3.00 at Westgate Practice.</b></p> <p><b>Dr.H</b> thanked everyone for attending &amp; for their input.</p>	