

Strettondale Patient Participation Group

34th committee meeting

10.15-12.15, Wednesday 11 March 2015, Ley Gardens

Present: Howard Bridge, Richard Chanter, Anne Gee, Pat Gibson, Sue Hockaday, Catherine Macartney, Sue Marsh, Sue Pinsent, Bill Ross;

Apologies: Andrew Mercer.

1. A photo of the committee will be taken at the April meeting.
2. In response to a comments box note about a patient whose health check revealed a problem with high blood pressure, SM confirmed that the patient would have been automatically referred to the hypertension clinic, loaned a blood pressure monitor and given an explanatory British Heart Foundation leaflet about how to reduce the percentage chance of having a “cardiac event”.
3. Dr Savage has asked SM to contact Rod Thomson about the funding situation for recruiting a health visitor.
4. RC clarified the funding for mental health which is via the CCG’s contract with the Mental Health Trust. The Better Care Fund adds funding where necessary in order to avoid patients’ admission to hospital.
5. RC is to issue an invitation to Kerry Allward, manager of the Better Care Fund to speak at the committee meeting on 20 May 2015. **(Action RC)**
6. £200 funding from the MP is now in the SPPG account.
7. AG confirmed Gren Jackson’s attendance at 10.15 am at the 8 April meeting at Ley Gardens. He will speak about the Bishop’s Castle proposal for an urgent care centre.
8. The committee voiced sympathy for the on-going levels of frustration and pressure on the GPs resulting from workload and additional demands on time.
9. RC reported problems relating to the deployment of the Integrated Care Team in South Shropshire, stemming apparently from the adaptation of a successful urban model to a rural context.

10. Whilst appreciating the short timescales involved in planning for changes to the reception area, several committee members expressed disappointment that the SPPG had not been involved in final discussions. The work is funded by the Premises Improvement Grant.

11. 2014 questionnaire:

- Fewer returns than the previous year despite considerable publicity. 10% of distributed questionnaires were returned.
- 35% of respondents added extra comments.
- Fewer questions with follow up questions for additional information could be one way forward, perhaps with younger patients and families as a focus group.
- SM will investigate how often patient surveys are required. **(Action SM)**
- A clearer view of the “active” patient profile is needed: what percentage of the whole patient population is seen regularly, and how does this break down in terms of age and gender? SM agreed to provide this information if it is readily available. **(Action SM)**
- 64% of respondents indicated they found the receptionists “very helpful”. SM explained that receptionists receive on-going training and that it is not financially viable to employ a receptionist whose job does not involve responsibilities other than welcoming patients.
- The MP aims to see all patients within 10 minutes of their appointment time. If a GP is delayed by an emergency, a receptionist will make an announcement.
- It is hoped to arrange a lunchtime meeting with Dr Bennett and others in April to discuss the results of the questionnaire and the contractual requirements for 2015-16. **(Action SM, BR)**
- HB will draft an item for Focus, to go to SM for additional MP comments then to SH for a final draft. **(Action HB, SM, SH)**

12. Notice board:

- SP chaired the discussion and offered to take responsibility for maintaining the notice board. Thanks were extended to her.
- The board lacks impact; there needs to be less text, larger print and more colour. **(Action SP)**
- It is useful to display the MP’s responses to comments box messages as this indicates an on-going dialogue between patients and Practice.
- The plasma screen could also display the MP’s responses along with information about Patient Access, asking for home visits and how to access test results. **(Action SM)**
- The information about the SPPG should be limited to the first two bullet points in the constitution’s aims.
- The SPPG logo should be on all notice board posters. **(Action SH, SP)**
- A photo of the whole committee will replace the individual photos.

13. In response to emails regarding the setting up of a new support group for kidney patients, it was agreed that a future open evening could include an item from a health professional about organ donation.
14. The committee offered warm congratulations to the Medical Practice for the very good CQC report it has received. Highlights of the report will be incorporated into an article for the Focus. SH will forward the report to all committee members and there will be a link from the Practice website. **(Action SM, SH)**
15. Minutes from committee meetings will in future be placed on the MP website. **(Action SM)**

Next meetings: 1) Wednesday 8 April 2015, Ley Gardens, 10.15-12.15: Gren Jackson from Bishop's Castle PPG; Patient Access; committee photo; constitution.

2) Wednesday 20 May meeting, Ley Gardens, 10.15-12.15: Better Care Fund tbc; SPPG website.