

PPG Meeting Minutes 26th of June, 2017:

Present: WY, FB, AOB, DG, SR

1. Welcome and introductions:

WY welcomes everyone to the PPG, recognises absences and extends apologies from those who couldn't make it. WY also introduces AOB to group, explains he will be helping him work on some communications projects – most prominently on patient newsletter

2. Previous Minutes and Actions:

- WY recognises concerns from previous PPG of 8th of May – confidentiality on reception still an issue, but it is being looked into and hopefully something will be in place before next meeting. WY refers to the idea of a 'privacy line' from last meeting
- Re training needs in reception WY also recognises patient demands for more friendliness and efficiency – reassures members that AB is now on this, sending receptionists for training, introducing rotas, an emphasis on having two people on the desk at busier times and etc.
- Signage – some put up by AB around feedback box but WY says hopefully more on the way before next meeting
- Feedback – WY states feedback remains limited – around 10 submissions, states intention to look into alternative methods – electronic, text messages, etc. Patient suggests form being given in a clearer way at reception

3. Update from practice re. Violet Melchett Centre:

- FB starts, explains benefits of proposed move to VM in terms of fitting in with direction of local and national NHS policy
- Timeframe given as around April 2019, subject to due process and variety of planning stages
- FB outlines project of integrated care planned for VM, offering joined up service under one roof
- Intended to provide not just GP services but also a range of others which can help meet patient needs – community nurses, health and social care coordinators, people from the voluntary sector and etc., who in turn can liaise with primary care providers like GPs and nurses
- FB states that at the moment teams are squeezed into Redcliffe, building is outdated, not enough meeting rooms, not room for education and training, not room for extra staff like pharmacists who can augment GP offer
- Violet Melchett, especially after planned upgrades, is the kind of place that can accommodate extra staff to 'wrap around' patient needs and provide a fuller service

4. Patient Comments and Suggestions re Violet Melchett Proposal:

- WY raises question of the draft questionnaire on Violet Melchett distributed to members of PPG – patients raise immediate concerns with helpfulness of numerous questions about distance, particularly those asking what patients feel is ‘reasonable’ to travel
- Patients really stress that issue is of how strongly one wants to stay with Redcliffe, not of the precise distances
- Patients say they do want to know what journey will be like, but this more about transport links and journey time than distance. Also view expressed that there is not enough information on alternatives (i.e. reregistration) for patients who do not want to move – patients feel they need to be informed of options in order to make a decision
- WY and FB in complete agreement – FB agrees distance not only important factor and stresses incapacity of Redcliffe to provide full integrated care again
- Question asking whether patients feel they could find out how to get to VM agreed to need revision by patients, WY and FB. WY reassures patients there will be big communications strategy around informing people how to travel to VM if move goes ahead
- **ACTION:** WY assures patients that he will look at questionnaire with AOB and feed back concerns to the CCG, proposed that questions about distance be moved further back and cut down, proposed that a map with travel times may be included in final copy of questionnaire
- Patients also stress the need to make a positive case for the move and emphasise specific advantages, whilst also reassuring people that old services and continuity of care offered by Redcliffe will be maintained – one patient particularly stresses desire for detail about proposal advantages
- Patients also stress concerns over ‘hub’ language and lack of personalisation and continuity this suggests
- FB and WY again very receptive to these concerns – emphasise that VM proposal represents an enhanced version of the service Redcliffe already provides (for example in My Care, My Way programme), not a radical departure
- **ACTION:** WY and AOB commit to making a positive case, giving details and reassuring patients about move in patient newsletter to be released in July, FB stresses continuity as central to Redcliffe ethos and reassures PPG that this will not change with a move

5. Practice Update re Patient Newsletter:

- WY hands over to AOB who explains plans to put out patient newsletter for first time in a few years – outlines aims of newsletter in terms of patient engagement, keeping people updated, encouraging feedback, improving access etc.
- Outlines plans to include Violet Melchett information, information about the PPG and announcement of plans to set up a virtual patient representation group via email, article from clinician, information on Whole Systems Integrated Care (My Care, My Way), and seasonal health info re. preparing for flu season and Grenfell Fire emotional support
- AOB also floats plans to include waiting room games for kids

6. Patient Comments/Suggestions re Patient Newsletter:

- Patients v. receptive to desire for greater engagement, point is made that commitment to PPG involvement should be flexible – as much or as little as patients want
- Patients also stress need for physical copies for those who do not use email
- Appointments raised as an issue that might bear inclusion
- WY and AOB note concerns
- **ACTION:** WY and AOB stress that virtual representation group should provide more laid back means of involvement, also commit to providing newsletter in paper form at reception, and to including item on appointments

7. Patient Comments/Suggestions re. Practice Survey and More Generally:

WY explains the practice's desire to survey as wide a group of patients as possible, opens up floor to suggestions both about what should be in the survey and more general areas where the practice can improve:

- Patients stress their desire for a focus on customer service at reception, and also highlight concerns around the ease of getting appointments, the convenience of available appointments and so on
- Patients suggest that the time element between calling and getting an appointment is too long – again access is stressed as a big issue for the survey. WY understands concerns
- Linked to concern with continuity of care – patients don't want to see 6 different doctors, patients suggest that we do not need a survey to tell us this as it is already known both by patients and clinicians
- FB agrees that continuity is very important when dealing with complex conditions in order to avoid unnecessary repeat consultations and reduce wasted time going through case history
- However she makes the point that it is not important in the same way for less complex patients who for things like blood pressure may not even need to see the GP
- **ACTION:** WY and AOB commit to including items on appointments and access in the patient newsletter, WY proposes a buddy system re. GPs to ensure as much continuity as possible in the face of stretched GP time resources, as highlighted by FB
- WY also suggests that an item on avoiding seeing the GP for simple procedures in order to free up more time for complex conditions may be included in the 'Choosing Wisely' section of the newsletter

8. Action Plan for Next Meeting:

Provisional date for next meeting set as Monday the 11th of September