

Patient Participation Group Meeting
Saturday 21st July 2018 at 12.30

Attendees: Helen Hart, Trevor Arnold, Marion Arnold, Janet Gotham, John Eayrs, Sandy Town, Steve Town, Jill Sarrazin, John Armstrong, Jo Price, Dawn Hoskins (Acting Chair), Dr Mark Casey, Hayley Burgess (notes)

Apologies: Jon Sketchley, Alexander Saunders, Lorraine Weldon

Welcome and Introductions: Dr Casey thanked everyone for coming and welcomed new Members to the group. Group introduced themselves then Dr Casey handed proceedings over to Dawn Hoskins as Acting Chair.

Matters arising from last meeting - Everyone had a chance to look at noticeboard in reception and were happy with this – would like the ‘terms of reference’ to go on the noticeboard and website. Mr and Mrs Arnold shared their experience of handing out leaflets and speaking to patients in the waiting room with a view to recruiting new members to the group – Mrs Janet Gotham was one of the successful recruits and was further welcomed. They feel that it was an unusually quiet Monday morning in the waiting room and that they would benefit from another session soon (perhaps after the summer)– would like to arrange with Lorraine. Mr Eayrs has produced some red/black posters to advertise the group and Mr & Mrs Armstrong felt that these were eye-catching and would be good to have up behind them on the wall during their next session in the waiting room. Other new recruits were asked how they heard about the group and Jo Price said she received an email and Helen Hart (who is new to the surgery and Southampton) said she saw details on our website.

Dr Casey gave the group a copy of the most recent newsletter and the group were happy with the photo of the partners - they would like a copy of this to be put on the noticeboard also.

Mr Armstrong was pleased with the installation of the new bench at the front of the surgery.

PPG Network Update – Planned meeting had been cancelled and they believe may be rescheduled for 05/09/18 (Lorraine to confirm). Dawn shared her experiences from the last meeting she attended. Dawn felt that the meeting was not as dynamic as usual with the absence of Rebecca. It was felt that we need more feedback from patients about our successes as Bath Lodge practice have apparently benefitted from this. Ken has been working with Bath Lodge on ‘best practice’ and if works well, will share the ideas with us. Dawn advised that there will a guest speaker at the next PPG Network meeting with regards to best practice and there are talks of getting CQC involved. They are very keen to uniform Southampton surgeries. Mr Eayrs attended an NHS Systems Conference in Portsmouth on the PPG and it was reported that research carried out in the North of England found that the PPG was a ‘waste of time’.

SPCL – Dr Casey informed the group that a representative from SPCL has expressed an interest to attend a PPG meeting to promote the ‘Hub Service’ and to answer any questions they may have – the group feel that the November meeting would be best for this (hopefully 17/11/18) Lorraine to arrange and confirm.

Officer Elections

Chairman: Only 1 CV was received for the position of Chairman – from Mr **John Arnold**. There was a unanimous vote for his appointment and Dr Casey was pleased with this result.

Vice Chair: Volunteers of Dawn Hoskins, John Eayrs and Sandy Town. Dawn said she would take up role if no one else appointed but was busy with other commitments, it was felt that Mr Eayrs was better suited as an ‘information gatherer’ for the group and it was then voted on and agreed that **Sandy Town** will be Vice Chairman.

Secretary: Volunteers of Mrs Marion Arnold and Mr John Eayrs. Again, Mr Eayrs is required to glean information for the group as he is very good at doing this. Mrs Arnold was slightly concerned at the workload but Sandy Town agreed to back up and assist Mrs **Marion Arnold** as Secretary when needed. It was suggested that a Dictaphone be provided for Mrs Arnold to assist with minute taking as she was worried about shorthand and keeping up.

Vice Secretary: Steve Town was voted in for this position.

Information Officer: John Eayrs to gather relevant information for the group.

Future meetings – Dr Casey and Lorraine Weldon will be required to attend future meetings to give a surgery perspective. The group would like to meet 4 times a year going forward – interim meetings to discuss agendas etc will be arranged between newly elected Officers. Dr Casey will endeavour to attend the next meeting on a Monday evening in September – has suggested the 3rd or 10th – he will need to ask another GP to cover his evening session between 7pm and 8pm and will advise if this is possible. Dawn was keen for this to be on 10th September (as this would be after the next PPG Network meeting scheduled for 5th Sept(?)) so she can bring information back to the group. November meeting will be back on a Saturday afternoon (17th).

Other Business

Thoughts from new members were sought - Helen Hart thought there was not enough PPG presence on the website and should stand out more. Mr Eayrs thought that the website itself was not clear enough and difficult to navigate but others disagreed and thought it was ok – Mr Armstrong logged on to the website to show Mr Eayrs. Dawn said she thought that practices often use a generic format and some things were out of our control.

The thought in general of the whole group is that minutes from meetings and dates for upcoming meetings should be available via the website rather than emailed out individually as not everyone believes to have received them. Just a quick message to say minutes now available on website would be good enough. It was felt that the website is not updated with PPG info and that only shows very old information. They would like this information updated, tidied up and refreshed regularly – Dawn and Sandy said they would be willing to sit down with Lorraine to help and go through this. Jo Price also thought that meeting dates, agendas for upcoming meetings and previous minutes would be useful as a new member. Jo was impressed with the work of the consistent members and the work they are doing – Dawn said they are very keen to get new people with fresh ideas involved. Janet Gotham was interested to hear everyone’s point of view and is keen to come to next meeting.

Dawn wants more done to address loneliness in the patient community and would like leaflets/posters promoting luncheon clubs, church coffee mornings etc. Mr Eayrs suggested a

noticeboard on the website also for these things – he has lots of information on church activities which the group asked for him to note down for the next meeting. John Arnold (new Chairman) requested that any information/leaflets the group has about these sessions/clubs should be brought along to the next meeting as would need to be vetted for suitability before displaying to avoid any promotion of private concerns or advantage taking.

Dr Casey informed the group that he and Jayne Cruise (Practice Manager) attended a GP recruitment conference (Woolston Lodge pens and posters shown to the group) to promote the surgery and that we will hope to have the correct number of staff by October. He explained that recruitment is not an easy thing but once people come in to see the surgery and they see our nice building and staff, the result is generally positive. Dr Arnold asked if the appointment of new GPs is going to reduce waiting times and appointment availability – Dr Casey further explained our appointment systems and that if we make more routine appointments available, then there will be less urgent/on the day ones available and vice versa, so we always try and get a balance. He said with Dr May leaving, Dr Willows on maternity leave and Dr Nwachuku being unavailable for a few months if has been difficult but is being addressed.

Issues were raised about not being able to get an appointment to see Dr Casey, he explained that he has regular session at the Hawthorns Nursing Home and student teaching sessions which does take some of his time up – Dawn reminded the group that the meeting was not for personal groans/issues.

The subject of patients who do not arrive (DNA) for appointments was raised and Sandy Town asked what we do to remind patients who do not have a mobile phone that they have an appointment. The dentists apparently call everyone to remind them. Hayley explained that an automatic text goes out to remind people but we do not ring/write to everyone else, we rely on them noting the appointment on their own calendars but a slip is given out at the reception desk. Dr Casey said we do not have the capacity of staff to ring everyone personally but if they have any further ideas on this, we would be happy to take them to the management team. The DNA system was explained – ‘3 strikes then out’ – Hayley explained that a letter to advise that they have missed an appointment will be sent out in the first instance, then if another appointment is missed a more sternly worded warning is sent out, then on the third occasion a patient can be off-listed. Some of the group members said that the dentists only give one chance but Dr Casey said this would be too harsh and we have to use some discretion with this as some people may have a very genuine reason for not attending or may have memory problems for example. Dr Casey said he would be happy to provide the group with stats on patients that have been ‘off-listed’ for this offence at the next meeting. Helen Hart informed us that in Jersey, where healthcare is paid for, they will charge for a missed appointment and some dentists do this also – Dr Casey reminded everyone that as we are a NHS service, it would not be ethical for us to do this and we would not have permission in any case so is not an option. Helen suggested that it would be useful if made more clear how many appointments are missed and how much this costs the NHS – the group would like to see this advertised both in the waiting room and on the website.

At the conference in Portsmouth attended by Mr Eayrs, it was reported that in some surgeries there, a physiotherapist is employed to triage joint complaints etc and this has been successful, he wondered whether this would be an option at Woolston Lodge. As a physio comes here to use clinical rooms only and is not currently employed by the surgery, Dr Casey felt that it is better to have a duty doctor to triage – his experience is that patients would rather speak to a GP and that previous experiences of Nurses and other members of staff triaging has not been beneficial for patients or staff.

Phone number and email addresses of all present group members were given to new Chairman John Arnold and Dawn reminded everyone that in group emails, the BCC option should be used to personal information and email addresses.

Thanks to all.

End.