

## **Maple View PPG Meeting Minutes Wednesday 8<sup>th</sup> March 2017 at 12.30**

Attended: Barbara Gasby, Keith Gasby, John Carter, Keith Davies, Gary Harbun, Julia Griffiths (Reception Manager), Judy Langford (Deputy Practice Manager) Dr Richard Burling, Dr Matthew Jordan, and Dr Sehar Umer.

### **Apologies**

Desmond Pattinson, Emma Morrison

### **Minutes of last meeting**

Were taken as a true representation.

### **Update for Maple View**

The practice has a new salaried GP, Dr Sehar Umer is now providing six sessions per week. This means that we now have a female GP working every day at Maple View. Dr Umer introduced herself to the group and explained that she trained with the South Worcestershire GP Scheme She has previously worked at GP Surgeries in Worcester and Droitwich. Dr Umer has a special interest in: Womens Health and Family Planning. The group welcomed Dr Umer to the surgery.

### **Feedback from Patient Network Meeting**

Gary Harbun attended the Patient Network Event held by Redditch & Bromsgrove CCG. This event looked at the challenges faced by Primary Care including access, staff recruitment, self help, patient expectations and medicines management. The group also looked at possible solutions, including new models of care, and patient involvement. The Healthwatch representative attended this meeting and raised awareness of their role in providing a 'listening ear' to the views of people using healthcare services across the county. Gary circulated Healthwatch leaflets to all group attendees.

Gary also fed back to the group that Hollie (CCG) had commented that our PPG Group is particularly good at being involved with the practice and the CCG.

Dr Burling discussed the development of new ways of navigating patients to the most appropriate service at the point of contact. The importance of appropriate advertising and dialogue being used to promote this was discussed by the group.

### **Questionnaire for patient feedback**

Judy asked the group to contribute to potential questions to ask our patients regarding access to appointments. The group suggested asking patients if they were aware that they could call at any time of the day for an emergency appointment (not just at 8.30am). They also suggested including a question to see if patients are aware of the Pharmacist appointments. A did-you-know section could be included for things such as sick notes, repeat prescriptions, online

services and medication review which may not need a GP appointment. Judy will work up the questionnaire for circulation.

### **Questionnaire for CCG**

As part of the development of care navigation the CCG are conducting a survey of patient opinion. Judy circulated the questionnaires to the group and asked them to complete these.

### **Online Access promotion**

The practice is currently promoting the patient online access to prescriptions and online appointments. The practice plans to phase out the use of email for ordering repeat prescriptions and prompt patients to register for online prescription ordering. A message will be sent to all patients using the prescriptions email informing them of when this will come into effect. The group suggested putting a sign on the prescription boxes advertising online prescription ordering. It was also suggested that the prescription box on the ground floor would benefit from a sign showing that it relates to Maple View and not Rowlands. Judy will organize this.

Gary suggested that he would be willing to have a table set up in the waiting room to promote the online services. Judy will look into ordering some resources for this and arrange a suitable date. It was also suggested that this might be an opportunity to look out for some younger patients to join the PPG.

### **Feedback from Friends & Family and Suggestion boxes**

There were no suggestions in the suggestion box.

There were two Friends & Family cards:

1. Neither likely or unlikely to recommend our practice – “We arrived for an appointment for 5.20 and I had to enquire at reception about the delay at 5.35. I was then advised one person in and one person before us. Likely to be at least 30mins late. Whilst I am fine with the wait I feel it’s only fair that patients are informed of the delay”.

*It was agreed that patients should be informed of a delay of 30 mins or more. Judy will circulate an email to the Doctors to request that they send a message to reception if they are running 30mins or more late so that the receptionist can inform the patients. This was a useful comment that has enabled us to improve our service.*

2. Extremely likely to recommend our practice – “My treatment from all of the staff at Maple View has been excellent. I have mainly seen Dr Jordan who has been patient, caring and knowledgeable”.

*This is a lovely comment and much appreciated.*

### **Newsletter**

The Spring newsletter has been circulated to the PPG and uploaded onto the website.

Suggestions for inclusion in the next newsletter are:

The switch from email to online ordering and an explanation of the process.

That patients can call at any time of the day for an emergency appointment, not just 8.30am.

Explanations regarding sick notes, Asum’s services, telephone appointments/med reviews.

**Other business**

It was noted that the folder in the waiting room needs updating. Judy will do this.

Antibiotic prescribing – the group wanted to know if patients are more aware now of the need to restrict the use of antibiotics. Dr Burling said that there has been some improvement in reducing patient expectation of being prescribed antibiotics but there is still some way to go.

**Next meeting: Wednesday 14<sup>th</sup> June 2017 at 1pm** (slightly later to enable Doctors to complete medicines management in the meeting room)