

Patient Participation Group

Minutes of the meeting held 6 February 2014

At Moss Lane Surgery

Present	Maureen Guy	Apologies	R Renton
	John McGrath		A Heppell
	Lorraine Hogg		J Heppell
	Helen Magee		
	M Renton		
	S Williams		
	S Carlin		
	J Owens		
	P Phillips		
	J Phillips		

1. Welcome and Apologies

The meeting opened at 1pm. John McGrath welcomed everyone and apologies from Mr Renton and Mr & Mrs Heppell were received.

2. Health & Safety/Housekeeping

The fire exits were pointed out to all present in case of emergency.

3. Minutes of the previous meeting and matters arising.

Refurbishment:

- Mrs Owens commented favourably on the new area of carpet at Liverpool Road.
- Maureen Guy apologised that there still were no chairs with arms in the waiting areas and promised to action this as soon as possible. She said that we could either use two chairs from the offices upstairs at Liverpool Road as a temporary measure, or provide such seating on request. Ms Williams thought that the chairs should be put out as patients are unlikely to ask for them. It was thought that other patients would probably sit in them, but that a sign could be put above the chairs asking patients to leave them free for those who need them.

Action: Maureen Guy to arrange for suitable chairs to be provided.

- The Loop system has been installed in both sites. Mr Phillips pointed out that the system needs a clear sign on each Reception area so that patients know it is available for use.

Action: Maureen Guy to ensure suitable signs provided,

- Mrs Carlin asked if there was any news on the possible purchase of 135 Liverpool Road. Maureen Guy said that a letter had been received from Coyne Learmonth stating that there were other interested parties and that they would keep us informed. Mrs Carlin pointed out that Coyne Learmonth had been advertising for business in the Champion local free newspaper. Maureen said that 135 would be ideal for our patients as it is just next door to the existing Crosby surgery and had extra parking facilities.

Item discharged

- John McGrath pointed out that the Practice is not able to carry out work to the existing premises as it does not belong to the Practice. Mrs Flanagan, who owns the building has agreed to have the garden maintained on a twice-yearly basis. Maureen said that the Practice had had to recently repair the perimeter wall as an emergency as it had become in a dangerous state and been reported to the police.

Item discharged

Recruitment:

- A recent recruitment drive to invite patients in the age group 20-29 was undertaken. 337 text messages were sent out. John reported that there were only 6 responses and that he has written to all the responders, but unfortunately has not received any replies. Ms Williams asked if today's meeting had been mentioned, but John replied that the date of this meeting had not been finalised when the messages had been sent out. John agreed to follow up the responders a second time.

Action: John McGrath to follow up on interest shown and consider further recruitment initiatives.

- Ms Williams stated that people who work may not be able to attend the PPG meetings as they are generally in the early afternoons. John stated that we would be willing to hold meetings in the evenings, if this was preferable.
- Maureen stated that Deborah Williams (PPG Advisor) had stated her intention to advertise in the local press for more members for our group.
- There is an event in March where all the PPG groups can come together – the venue is to be decided, but may be held at Lakeside (the Marina at Waterloo). There was some discussion as to whether this would be convenient for our PPG, and on other likely sites. John stated that he would be willing to assist if necessary and stated that the location would have to be convenient for everyone and not just our PPG.

Patient Survey:

- John asked everyone for suggestions as to which of our services might benefit from an audit – ie. what are we concerned about, for example, the patient/doctor relationship.
- Ms Williams suggested the CQC inspection/result.
- Mrs Phillips suggested the surgery hours and availability – John said that this had been done previously, but that it would be possible to revisit this.
- Mrs Carlin said that she had no computer and was unable to access prescription requests online, could we reinstate telephone requests for prescriptions? Maureen stated that this service was withdrawn in order to free the telephone lines for urgent calls, but that the service still applied if the patient was housebound, disabled or too ill to go out. Mrs Phillips confirmed that when her computer was not working, she was able to explain this to the reception staff and they took her prescription request over the phone instead. It was also pointed out that all local chemists will organise your repeat prescriptions on your behalf.

On-line Access:

- John stated that 214 patients had registered for on-line access. Ms Williams stated that out of about 5,000 patients, this was not very many! John stated that 11 patients had booked an appointment on-line and that 78 requests for repeat prescriptions had been made – these were not individual requests and, therefore, may not represent 78 individual patients. Out of these 78 requests, only 17 were rejected – this was likely to be because they were not a repeat item, or the GP had requested to see the patient.
- Mrs Renton asked how patients who did not attend the surgery on a regular basis would know about this service? She felt that many patients would have no idea it existed. It was suggested that a mail-shot could be sent to all patients, however, this would prove costly. Lorraine Hogg said that the information was on the Practice web-site. Maureen suggested that patients could be informed when they telephoned the surgery, or that text messaging could be used.

Confidentiality Agreement:/ Proposed Generic PPG Terms of Reference

- John mentioned that he had seen on the NAPP site that if we were to register our PPG with NAPP there would be a requirement for members to sign a confidentiality agreement. He pointed out that there would also be a cost involved in registering with NAPP and therefore questioned whether there was a need for our PPG to register. He had raised the issue of a Confidentiality Agreement with Debbie Williams who was not aware of this requirement. She did, however, add a note to the proposed generic PPG Terms of Reference. John distributed copies of the proposed Terms of Reference to members and asked that they review these and provide feedback for the next meeting.

Action: All members to review proposed Terms of Reference and feed back comments for next meeting.

Fundraising

Mrs Renton queried the issue of regulations about holding raffles as a way of raising funds. John had researched this and could find nothing to contra-indicate holding a raffle in the surgery premises. It was suggested that flu-clinic days when there are a maximum number of patients on the premises might be a good day to hold a raffle. Mrs Phillips asked what cause would we hold the raffle for – ie. Jospice? It was generally agreed that any monies raised would be used for the benefit of the patients of our Practice – John suggested perhaps buying the chairs with arms for the waiting areas! John reminded the group that should we decide undertake any fundraising then the group would need to look to elect a treasurer from the members.

It was agreed that the group would revisit this issue at a later date, perhaps following additional recruitment of new members.

Item discharged.

Newsletter:

John said he would be willing to get the ball rolling and produce a newsletter and asked for input on what should be included. John agreed to work on the first issue and discuss content with Maureen Guy but reminded the meeting that content should be driven by the PPG members. The group would aim to produce a newsletter 3 times a year (see proposed Terms of Reference) Ms Williams queried the cost of producing a newsletter and how it could be distributed. It was thought that a newsletter could be put on the website and that some could be in printed form and put in the Reception areas. Maureen said that Lynn Stephens had offered some help regarding this.

Action: John to consider content of first issue

4. Practice Feedback

Maureen was pleased to report that there had been no recent complaints involving the Practice.

5. Clinical Commissioning Group News

- There is no news at present. There is an on-line survey where you can have your say on drafting policy. Mrs Carlin thought the language used was not clear at all, Mrs Renton agreed with this. Mrs Carlin has failed to hear anything back from this.
- Maureen spoke about the mini-chat coming up and asked if anyone could attend, although she acknowledged that it was rather late notice as it is to be held tomorrow (7 February) at Lakeside. Registration was 10am, duration 10.30am to 12.30pm, and will be attended by Debbie Williams. Ms Williams asked if it concerned health services in the general area and not just each individual surgery, and this was confirmed as correct. Ms Williams stated that more notice was required to allow attendance at such meetings.

6. Speaker

John confirmed that this slot will be open to invite a guest speaker to the PPG meetings. He would welcome any suggestions. It was agreed that we would look to invite Debbie Williams to speak at a future meeting.

7. Any Other Business

• Care Quality Commission inspection

Ms Williams asked about the results of the inspection by the CQC. Maureen confirmed there had been limited positive feedback on the day of the inspection, but no report had yet been received. The inspection took place on Wednesday 22 January 2014 and the report was due to be received on the following Friday, however, when this did not materialise, Maureen rang and was told that the inspector who was producing the report had been off. She asked for some feedback and was unofficially told that the Practice had done well, but we are still awaiting their formal report to confirm this.

Ms Williams stated that the inspectors had telephoned her. Other patients had also provided feedback to the inspectors, indications are good.

- **Election of Chairperson**

John stated that the chair of the PPG meetings ideally ought to be from the patient population. He stated that whilst he is quite happy to continue, the CQC recommend this. Maureen stated that a Maghull PPG do all their own meetings and invite the Practice Manager along. Ms Williams suggested that increased membership of our PPG is necessary and that active recruitment should be pursued in order to allow this. Maureen stated that the next group to be targeted for recruitment was to be the 30-39 age group, or, to widen the demographic, the 30-49 age group. She stated that only a brief message could be sent by text, Lorraine suggested a follow-up phone call. Mrs Renton suggested re-phrasing the message – ie. asking patients for their help in making their Practice better. Emphasis could be put on virtual participation. Ms Williams suggested that using the local, free paper, eg. Champion, would reach a much wider audience as everyone gets a copy of this. As previously stated, help is available for placing an advertisement in the newspaper.

Action: Maureen Guy and John McGrath consider message for recruitment text

- **CQC inspection reports – other providers**

Ms Williams mentioned accessing CQC inspection reports regarding local health service providers – with particular interest regarding local hospitals, eg. Aintree, of which nearly everyone has a horror story to tell. Maureen stated that the CQC have audited Aintree and the results should be on Aintree's website for everyone to see. She stated that our CQC report is not yet available and that our next inspection could well be just a telephone call. Mrs Renton agreed with this and said that this was because we would have been shown to be compliant already.

Next Meeting

The meeting closed at 1.45pm John thanked everyone for their attendance. The next meeting is to be scheduled in approximately three months.