**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 18 March 2014**

**Present:**

Cathy Jones (Chair)

Dr Helen Lever

Ann Bennett

Ian Bennett

**Apologies:**

Dave Williams

Martin Cocker

Judith Davies

1. **Minutes of the last meeting**

The minutes of the last meeting held on 2 January 2014 were agreed as a correct record.

1. **Matters arising**

Jargon and NHS abbreviations – Anne passed onto Cathy a useful list of NHS abbreviations to distribute to all.

1. **Membership**

Cathy confirmed that Ray Smeathers had decided not to continue with membership of the PPG.

It was agreed that we needed to try to expand our membership, ideally to bring in younger members as previously discussed. Ian suggested we write to the PTA or Board of Governors of the local schools; also to approach John Port School again regarding possible input from a 6th form student (possibly studying Health & Social at A level). Cathy to organise.

We would also aim to further utilise and expand the email forum over this year.

1. **Patient Survey**

**T**he results of the patient survey were discussed. Ian felt that the size of the sample, 341 patients, was too small, reflecting only around 3.3% of the list size and the survey was quite long. Cathy explained this was the number recommended by the survey company. Although we could have done more this would have involved increased workload and cost.

Dave had sent in his comments which were shared with those present. On the whole the practice was satisfied with the results which showed an improvement across the board, in all areas surveyed. We recognised that we were never going to satisfy all our patients with regard to appointments, as demand exceeded supply and expectations were very high.

Dave had raised whether doctors should be organising appointments for patients themselves, when they wished to bring them back within a specified timeframe. Helen explained that this should be happening where doctors deemed it important. However, the computerised medical records system did enable a patient’s care to be picked up by another GP where necessary; if GPs had queries regarding an individual patient’s care then they would discuss these together. If a doctor wanted one of their colleagues to give a second opinion then they would initiate this in-house. Ian stated that it would be helpful if GPs could reiterate to patients that, when asking them to come back for review, that they could see any doctor.

It was noted that patients can now book appointments up to 6 weeks in advance. It was felt that on-line booking represented another improvement to accessing appointments, particularly for those who found it difficult to ring in. Ian and Ann felt that the introduction of the new telephone system was a significant improvement and that generally patients preferred to wait (and know that they would be answered in time) rather than to re-dial after getting the engaged tone.

We discussed the issue of ‘medically urgent’ appointments, which were always available on the same day. Helen explained that we had to rely on the patients to determine if their problem was medically urgent and the Practice Administrators would not be judging the urgency of someone’s problem. It was noted that ‘sit and wait’ appointments for the nurse were not practical, due to the variety of appointments (and length of time required).

Complaints/verbally aggressive patients – it was noted that we could review telephone recordings as necessary where there were concerns expressed regarding the attitude of a patient or a member of staff.

The results of the individual questions showed that more patients were aware of our services, extended hours, etc. The practice would continue to publicise these.

It was noted that the Patient Survey was no longer a requirement upon practices, as far as we understood, after April 2014. If we did do another survey then it was felt we might do something shorter and more targeted.

**5. Practice update**

Cathy reported that the practice had appointed a new GP Partner, Dr Clive Aiton, who would be joining us from 1 May 2014, working 5 sessions (2.5 days per week). Dr Jonathan Marsden would be reducing by one session (Tuesday mornings) from 1 May.

We were also recruiting for a new HCA following the departure of Jeanette Chandler.

**6. Any other business**

Ian and Ann agreed to attend the forthcoming Derby Health Forum event on 16 April on behalf of the PPG.

Ann explained that any PPG publicity or information that we needed to go into the Etwall Express should be free of charge. Ann to arrange for the short article from Cathy about the PPG/new members to go in the April newsletter.

**7. Date and time of next meeting**

Tuesday 20 May 2014, 2.00pm.

CJ/PMs/PPG/meetings/18.03.14.docx/26.03.14