

Patient Participation Group Meeting Minutes Tuesday 9th January 2018

Attendees: Adrian Rickard (AR)(PPG Chairperson), Val Dillon (VD), Des Finnigan (DF), Christine Endacott-Palmer (CEP), Jill Corpes (JC), Paddy Cribb (PC), Jackie Mallery (JM)

Attendees Practice: Isata Green (IG) (Practice Manager), Sarah Boltwood (SB)(Practice Administrator)

Apologies: Alan Dillon (AD), Eric Marks- Oldham (EMO), Judi Pollard (JP) Diana Martin (DM)

Introductions: AR opened the meeting and thanked everyone for coming.

| Action Items | Outcome | Who to Action |
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| 3. Minutes of last meeting 27.11.2017 | Approved. | |
| 4. Matters arising from last meeting 27.11.2017 | <p>The group has requested a hard copy of the e-Consult registration forms, SB informed the group that there are no hard copies as it is designed to be an online consultation tool. SB suggested that the group could go onto the Fairlands website and add a made- up e-Consult to see how it works but not submit it.</p> <p>AR attended a CCG meeting where e-Consult was discussed; he was shown a report that suggested that the number of Guildford and Waverley patients using the service had dropped in September 2017. AR said that overall the service had saved GP surgeries an estimated 158 appointments.</p> <p>At the last meeting it was discussed if there was any money remaining from the Dementia Awareness Day that the group organised in April 2016. PC has tried to contact the group's previous Chairperson but has not had a response, PC does recall that the previous Chairperson had said that any monies left from the day had been given to a charity. It has now been agreed that as this was so long ago now the group would close the matter. AR said that at the time we did not have a Treasurer keeping a record of accounts; the group have now appointed a Treasurer and have a bank account so in the future records will not be so vague. Matter Closed</p> <p>The Constitution of the FPPG had been signed by Chair, Secretary and Treasurer, PC has queried if this is the most up to date version, VD has given the most up to date copy to PC for him to compare</p> | PPG |

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| | <p>with the signed copy, PC will report back to the group at the next meeting in February 2018.</p> <p>The matter of the telephone system being complicated for patients to contact the surgery was discussed, IG explained that she has had meetings with telephone providers and is in the process of agreeing a contract with one of the providers. The group asked if the current message on the phone could be made shorter, IG said that any messages and procedure changes will be done at the time the new phone system is installed. She felt that if we change messages and procedures with current phone system and then again with the new system it will cause confusion. The message on the new telephone system will be recorded by a GP making it more informative for patients. The message that is to be put on the phone will be discussed with the group prior to it going live. The group asked if the new telephone provider could be invited to one of the PPG meetings so the group can ask questions of how the system will work and pass on their suggestions. AR asked for a time scale of the installation, IG does not have this information but will speak to the phone provider and feedback to the group.</p> <p>The matter of a “Rogues Gallery” at Normandy was discussed; IG will speak to Paula to get a costing for this.</p> | <p>PC</p> <p>IG</p> <p>IG/PB</p> |
| <p>5. CQC Visit</p> | <p>IG gave an initial report about the CQC visit the surgery had in December 2017; we have not received the full report from CQC yet.</p> <p>Initial findings:</p> <ul style="list-style-type: none"> • Normandy dispensary – not using correct procedure for logging controlled drugs. • Emergency drugs – one drug was found to be out of date. • Complaints leaflet – the name of the senior partner had been changed in this leaflet, but it was found that not all parts of the leaflet had been updated with the change. • Excellent risk assessment – the best they have seen from any surgery. • Happy with patient responses: out of 39 responses only 2 were negative. <p>All of the above actions were addressed in the same week, the dispensary has received training, a significant event has been completed for the expired drug and the complaints leaflet has been updated.</p> <p>AR asked if the PPG would get any feedback with regards to comments they gave to the CQC, IG said the feedback may be included in the final report.</p> | |

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| <p>6. Fairlands Practice, patient survey 2017</p> | <p>The Annual Fairlands Patient survey is now closed and ready for analysis. The group agreed that this should be done in a separate meeting, the group agreed to do the analysis in two parts:</p> <p>Part 1: 25th January 2018 3-4.30pm Part 2: 29th January 2018 2-3.30pm</p> <p>It was also suggested that some of the questions should be reviewed and updated for the next time the survey is used. SB has sent a blank copy to CEP for her to make suggested updates and feedback to the group at the above meetings.</p> <p>The group were happy with the number of responses we had received; overall 582 patients completed the survey.</p> <p>The PPG and Fairlands Practice would like to thank Jackie Mallery, Val Dillon, Alan Dillon and Jill Corpes for the additional support they gave in distributing the survey and inputting data from the survey.</p> | <p>CEP</p> |
| <p>7. Report on Guildford and Waverley CCG meeting 14.12.2017</p> | <p>AR attended a meeting held by Guildford and Waverley CCG; he found the meeting useful and very informative. Other PPG groups were there and shared ideas e.g.</p> <ul style="list-style-type: none"> • Cranleigh surgery held a PPG awareness day – could we do this at Fairlands? • Grayshott and Haslemere surgeries have defibrillators and thought that it would be a good idea to do training sessions for the public – FPP group thought that this was a good idea and asked if initially the FPPG could be trained, perhaps a nurse or GP could attend one of the meetings to do a training session. • Information on how to plan a campaign was discussed and a useful website was suggested https://campaignresources.phe.gov.uk/resources/campaigns <p>Whilst at the CCG meeting AR had the opportunity to talk to other PPG's AR asked the other groups if it would be ok for representatives from our group to attend one of their meetings to see how they run, the other PPG's were more than happy for this to happen, AR suggested that AR and VD attend the Cranleigh surgery meeting on 2nd February 2018. AR will confirm with Cranleigh their attendance.</p> | <p>AR</p> |
| <p>8. Future Projects</p> | <p>AR asked if Isata and MSM can attend the meeting on 17th January at 2pm to discuss the proposed cancer project. IG will confirm with MSM.</p> | |
| <p>9.</p> | <p>It was agreed that IG would represent the practice at FPPG</p> | |

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| Involvement of medical staff with FPPG | meetings, however the group would like to see a GP attend a full meeting at least once a year and also attend the AGM. The group may also ask for attendance by a GP for specific meeting topics. | |
| 10. AOB | <p>AR requested that the Fairlands Website be updated, he felt there was a lot of out of date information on there. IG will look into this. AR also suggested that on the PPG page all members of the group were named with a small write up about themselves. Members are asked to forward a piece about themselves for SB to update the website.</p> <p>FPPG have also requested an email address is set up to enable patient s to contact them directly to raise any concerns or praise they may have about the practice. IG will look into this.</p> <p>JM raised a query she had received from a patient about referrals going missing between Fairlands and RSCH. The Fairlands Practice had to send the referral 3 times before it was received by RSCH - this is not acceptable. This has been looked into by the Practice and the patient was told that once the referral has left the practice we do not get any further communication until the patient has had their appointment. The patient accepts the practice is not at fault, but wanted to raise this as a concern about RSCH.</p> | <p>IG</p> <p>PPG</p> <p>SB</p> <p>IG/PPG</p> |

Programme of Events

| Event | Date and Time | Venue |
|--------------------------------|--|--------------------------|
| Future Project (Cancer) | Wednesday 17th January 2018 @ 2pm | Fairlands Medical Centre |
| Patient Survey Analysis Part 1 | Thursday 25 th January 2018 3-4.30pm | Fairlands Medical Centre |
| Patient Survey Analysis Part 2 | Monday 29 th January 2018 2-2.30pm | Fairlands Medical Centre |
| PPG Meeting | Tuesday 27 th February 2018 2.45-4.30pm | |