

## Patient Participation Group (PPG) Meeting 1<sup>st</sup> April 2014

**Venue: Burncross Surgery, Time 6pm**

<b>Attendees:</b>	<b>Patient Group</b>	<b>Practice</b>	
	Dennis Farnsworth	Dr W E Warren	GP Partner
	Maureen Jepson	Dr A Sandica	GP Registrar
	Gillian McBryde	Blake Foster	Practice Manager
	Alan Penny	Kathy Wilson	Burncross Manager
	Charles Wood	Vera Gregory	High Green Manager
		Gill Green	Health Trainer

**Apologies:** George Hill  
Sheila Brighton

All attendees were given an agenda for the evening.

Blake Foster opened the meeting by welcoming everyone to the re-launch of the Patient Participation Group.

### **Introductions.**

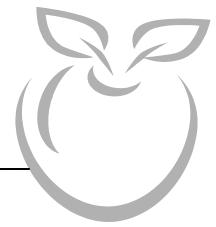
Introductions were made of the practice staff present, supported by a computer presentation, which listed the numbers of GPs, Practice Nurses, HCAs and admin staff employed by the Practice.

### **Previous Activities.**

Extracts from the practice website were shown to the group including the practice ethos. Blake advised the group that the website is still under development and is continually being updated.

There has been a virtual patient group for some time and below are some of their suggestions for improvement of which the practice has carried out;

- Patient Call system – replacing the tannoy with a display board.
- Duty Doctor – a GP on call all day who can consult by telephone and deal with urgent issues on the day.
- On-line prescriptions – allowing patients to order repeat medications 24 hours a day
- Replacement Telephone System – providing more lines and greater access including 24 hour prescription ordering and appointment cancellations.



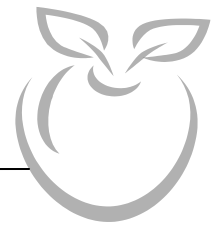
- Development of Practice Website – to be more user friendly
- On–line appointment booking – allowing patients to book appointments with the GP of their choice without the need to phone the surgery
- Patients seen at either surgery – providing greater flexibility to be seen by the clinician of your choice
- Patient Information – Increasing the amount of information available to patients through our website, patient call board as well as posters and leaflets.
- Corporate Uniform – promoting staff at both sites as part of Chapelgreen Practice

## **Planned Activities.**

During the forthcoming year we have a number of projects that we will be working on including;

- Increased Involvement within the Community – through Charity Events and the Healthy High Green Network
- Expansion of our Training Programme – to include medical and nursing students
- Improvements to Chapelgreen Practice facilities
- Electronic Prescribing
- Faster Access to Test Results
- Improving Online Facilities
- Increase of Services Available to the Public

Gill Green introduced herself at this point and gave a short talk on her role within the community. Gill's official title is Health Trainer. She works half day per week at Burncross and High Green surgeries. 1 of 27 Health Trainers in Sheffield and said that Chapelgreen Practice are fortunate to have this service. Gill does see patients in their homes if they are unable to get to surgery. Gill's role is to advise and encourage patients to lead a healthy lifestyle. She has a referral pathways she can follow if needed for access to Chapeltown Swimming Baths, Hillsborough and Concorde sports centres for exercise. Stop smoking services, alcohol consumption and eating disorders are other areas. Gill is employed by SOAR, part funded by Sheffield City Council. Patients can either self- refer or be referred by their GP. Leaflets and referral forms are available in the practice waiting rooms.



## **PPG Moving Forward.**

With your help and support we would like to make Chapelgreen Practice even better by providing the services and facilities that are important to you as our patients representatives.

This would include your participation with things like;

- Surveys
- Canvassing the Public
- Agenda Setting
- Attending Regular Meetings
- Input into Improving Patient Confidence with the Practice
- Involvement with Charity Events
- Attending Care Quality Commission Inspections

## **Putting Patients First.**

Dr Warren gave a power point presentation (available on the practice website).

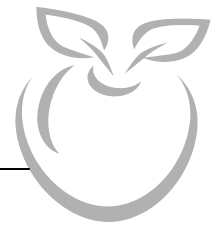
Dr Warren started by saying that he sees the practice as part of the local community which has worked well together for quite some time. Dr Warren said that people would be amazed at how much is actually going on in our community and that Gill has good knowledge of this.

Dr Warren went on to talk about the NHS budget £110 billion per year. He mentioned the National Association of Patient Participation and how they are pulling together groups around the country to help improve patient care.

90% of patients are seen in General Practice opposed to 10% that are seen in Hospitals. General Practice receives 8.4% of the budget, hospitals 91.6%.

A survey carried out last year, showed 62% of doctors think it is unsafe to work as it is now. The group commented that people are living longer and that healthcare is far better now than it used to be. A graph was shown of a comparison of how many times patients were seen back in 2005 compared to today.

The patient group commented that it's always bad press in relation to doctors. A discussion then took place about inappropriate use of Accident and Emergency. Some patients use it to queue jump. Dr Warren ended by saying General Practice is the flower of the NHS and that a good job is being done, it is just not understood at government level. It was agreed that we would send a letter from the group to the local MP, and it was also suggested that a petition be started.



## **National Association of Patient Participation (NAPP).**

The National Association for Patient Participation promotes and supports patient participation in primary care.

Groups are an effective way for patients and GP surgeries to work together to improve services and to promote health and improved quality of care. PPGs are making a real difference across the UK.

### The Next Steps

- Vote for your Representative/Chair
- Practice to Register our Interest
- Share Information with the Group and Patients.

## **Practice Appearance/Appeal.**

Blake advised the group that the practice buildings are owned by SJM Developments and that the practice and the landlord are going to be making the following changes in the very near future;

- Moving Rowlands Pharmacy – to be attached to Burncross Surgery
- Repairs to Practice Roof
- Improvements to Car Park
- Alterations to Reception Area – to be more wheel chair friendly
- All Patient Facilities on One Floor
- Redecoration Throughout
- New Signage (Blake showed several designs and asked for feedback)

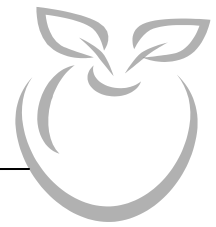
There will be a rolling redecoration programme for both surgeries, our aim is to improve our image to existing patients and encourage new patients to join the practice.

## **Suggestions for Future Meetings**

Concern was expressed from the group that only 5 people had turned up, the original virtual group had 24 members, Blake offered that this could be because the group has lost its momentum.

Suggestions were made for improving attendance including bigger posters, word of mouth, PPG representation in waiting room, alternative times and venues, mail outs to patients who we hold email addresses for, messages on the phone system.

A comment was made about the use of a sheet of A4 paper given to patients when they make an appointment, Blake explained that a text messaging service is available to patients to confirm and remind them about appointments with the aim of



reducing wasted appointments, and we have reduced these numbers by 200 patients per month. The A4 printouts are offered as alternative but we will look at better alternatives.

Blake closed the meeting by thanking everyone for attending. He also made the group aware, that there were forms available for making further suggestions and information leaflets about the Health Trainer and other services.

