

PPG MEETING 15th FEBRUARY 2017

MINUTES

Apologies:

Cynthia Willis
Maureen Tantum
Pam Barford

November Minutes

Members agreed minutes from November had been agreed and signed off at the Christmas gathering in December.

CQC Visit

CQC visit - still no response from them, awaiting results.

Facebook

Facebook - Jodie attended our meeting and reported it up and running. There is a difficulty, it can only be accessed, at the moment, through Jodie's phone as the surgery's system will not allow access to social media, surgery looking at the prospect of a stand alone computer for access. Maybe one of the PPG could pop in and monitor this?

Patients Survey

We resolved it would be better to email it to all members for their perusal and not take the time up in the meeting passing this round.

This, in turn, started a prolonged discussion regarding:

- Availability of appointments
- How do we get them
- Are there enough
- How do we educate patients to tell the receptionists enough information to be able to assess if they need an emergency appointment
- The consensus of opinion was that the catchment area should be adhered to allow local patients a fighting chance, other surgery's adhere to catchment areas
- How could we improve the phone system and at what cost

MT informed the group that there are quite a few people who ring the surgery on a regular basis (sometimes 11 times a day) because they are lonely and just need someone to talk to. It has been suggested that the PPG could help in some way, obviously with the patients permission by having a list of people and phoning from the surgery. The idea has been discussed with Nicola Scott ANP, who looks after these vulnerable people, who thinks this is a very good idea and would alleviate the pressure on reception, free up the phones and ultimately, help patients.

We also discussed the possibility of members of the group being in the surgery, may be on a rota basis, in the form of a PPG Help Desk, for the want of a better phrase, I'm sure we will find a better name. The whole group agreed that education was the key to try to help in the "battle" and I think that is the correct term, between the patients and reception/telephone staff at the practice. They are receptionists, not medically trained staff and can only operate with the information they are

given. MT said in her experience people will talk to someone in the PPG more than they will a staff member. Four members of the group volunteered to try and make this happen.

NAPP Website Details

MT presented group with the information to access the NAPP website. An email has now been sent to all member to enable them to achieve this.

PPG Awareness Week

PPG Awareness Week - the group are going to ponder on who/what else we can do in this week other than the 3 organisations we have coming on the 22nd June, 2017, which are, North Staffs Carers, Age UK and Healthwatch.

Next Meeting AGM

The next meeting is on the 19th April 2017, this one is the AGM. Just to reiterate, Chair, Vice Chair and Secretary are all up for election. If you would like to stand for any of these positions, please email either myself or Sue Pyatt, if you prefer. We will vote anonymously on the day and votes counted.

Thank you for a great meeting.