

HOLLOW WAY MEDICAL CENTRE

Notes of 3rd Patient Participation Group Held on Wednesday 18th March 2015 at 9.30 a.m.

Present: Practice: Dr. Alison Maycock, GP
Chris Robinson, Practice Manager

Patients: Vivien Drohan
David Hurn
Kate Meats
Jenny Parker
Sheila Slade
Paul Walton

1. Welcome and Introductions

Members Vivien and Paul were welcomed to their first meeting of the group.

2. Follow up from items discussed at last meeting

- DH had set up a dedicated e-mail address which he was now managing and had used to organise the meeting
- KM had finalised the patient leaflet and had spent 2 hours handing them out in the waiting room and talking to patients about the PPG
- GPs and nurses also had supplies of the leaflet which they handed out to patients
- A dedicated Patient Group section on the website had been set up for patients to access information about the group
- The practice's Twitter account had been re-activated (3 followers).
- Waiting room display screen – DH was finding out further information about this and would come up with 2 options and costs – one for basic information display screen only, and one for possibly incorporating a patient call system. Action: DH
- KM would be contacting schools re possible art displays Action: KM
- Blood pressure machine – DH had devised some diagrammatical instructions to go on the wall above the BP machine in the waiting room. AM suggested a minor addition to explain what the different values show. DH would incorporate this change, and would test the instructions out on a patient. The posters would then be laminated and put up in the BP area. More posters and signposts had been put up to draw patients' attention to the BP area.
- It was suggested that a monthly topic could be chosen which would then be advertised in various ways – posters, leaflets, website, Twitter. It was agreed that the first topic should be inform patients about the facility to take their own blood pressure in the surgery, and the benefits. This would be actioned once the instructions were finalised. Action: DH/CR

3. Feedback from Oxford City Locality Patient Group

DH had attended this meeting on 5th March and gave some feedback on discussions. A presentation had been given about proposed changes to the Musculo-skeletal service to streamline the current cumbersome referral and access arrangements. DH mentioned a local GP Dr. Merlin Dunlop who was interested in IT and could be a resource for practices. There was a discussion about sharing of IT information and the electronic patient record in hospitals. AM explained how the practice's software EMIS Web linked with some aspects of

hospital IT e.g. to receive lab results and hospital letters, but there was currently no compatible systems which would enable patient electronic records to be shared between general practice and secondary care.

DH mentioned a website called “Sheffield Aches and Pains” which had been discussed and was intended to be adopted by Oxfordshire and rebranded. In the meantime it was publicly available for use, and he suggested that we could put this on the website as a link, and then upgrade it when the Oxfordshire version is finished. CR would look at this. Action: CR

4. Information for new patients

PPG members from the last meeting had taken away an information pack which is routinely given out to patients, and copies were circulated for members who had not already received it. It was agreed that the website address and the PPG group e-mail address should be included on as many forms as possible. Action: CR Patients need to come into the surgery to collect a registration pack or they can partially register via the website by completing the GMS1 form and Patient Health Questionnaire online and forwarding these electronically to the practice. The patients would then need to come to the practice to bring in their identification documents and would be given other information regarding the Summary Care Record, practice leaflet, etc. It was suggested that a copy of the PPG leaflet is included from now on with the pack. CR would check whether all of the information in the pack is also available on the website. Action: CR Once the new patient’s registration has been accepted they are sent a username and password for Patient Access to enable them to book appointments, order repeat prescriptions and view some parts of their medical record online.

PW commented that he felt the practice and the information provided within the practice would benefit from having more of a distinct identity or branding, and suggested perhaps drawing up some communication and brand guidelines and a “shared narrative” outlining the practice’s purpose and how it works with patients. CR and AM said that the practice had previously done some work on developing a mission statement but had not publicised this, so further suggestions on this would be welcome. As a marketing and branding consultant, PW said that he would be happy to talk to the GPs about this, and the group felt this was a very positive idea. AM suggested a Tuesday between 1 and 2 when the GPs routinely have an education meeting, and she would find some possible dates and e-mail these to PW. Action: AM

5. Practice prescription service

It was agreed that the PPG would discuss this fully next time and in the meantime would think about any suggestions or areas for improvement.

6. Report to NHS England re Patient Participation Group/Ongoing feedback from PPG

CR reported that the practice is required to publish a report annually on priority areas identified by the PPG and actions taken, feedback discussed etc. This has to be completed by 31st March and CR would forward a copy of the draft report to members in the next few days for any comments and suggestions. Action: CR A future meeting of the PPG would include discussion on areas of feedback from patients from various sources such as Friends and Family, NHS Choices, surveys etc.

7. Ideas for possible medical topic events at the practice

All to think about ideas for possible medical topic events which could be held at the practice – either run by the practice, or by outside health organisations or professionals. PW said

that he had been to a very interesting workshop in Oxford about mental wellbeing and the use of art etc. and felt that this type of event can be very useful. Action: All

8. Any Other Business

***Possible links with secondary schools**

AM suggested that the practice could consider creating links with local secondary schools. Possibly teenagers who are interested in pursuing a medical career could have some input into the surgery and the PPG – perhaps by helping patients in the waiting room with the check in machine or blood pressure machine. CR said that if they were patients, they could be encouraged to join the group as it would be very beneficial to have a young perspective and ideas.

JP also wondered whether school children could do some work experience at the surgery, although the issues around confidentiality would obviously need to be taken into account.

Members would think about appropriate roles which teenagers might be able to pursue.
Action: All

9. Date of next meeting/Chairing

The group was asked about the future format of the meetings, and whether the PPG would like to take over the chairmanship of the group. The general feeling was to keep the format as it is at the moment, until the meeting regarding branding etc. had taken place. It was agreed that the next meeting should be arranged for a couple of weeks after PW's meeting with the GPs. This was likely to be in May. It was suggested that the meeting could be held on a different day of the week next time – probably either a Tuesday or Thursday – and perhaps at 6 pm, as DH had received feedback that some interested patients were not able to make Wednesdays, or during the day.

Chris Robinson Practice Manager
20 March 2015