



Minutes

Boultham Park Medical Practice Patient Participation Group

Wednesday 15th February 2012

Present:

Mandy Sowerby (Chair)	Martyn Dilley
Patricia Wingad	Efe Oteri (GP)
Sue Drakes	Ray Didcock (Secretary)
Mike Martin	Aimee Holland (Vice Chair)
Zena Marshall	Margaret Nicholson
Sue Batts	Beryl Butcher
Janet Harding	John Kirman
Andrew Harrison	

Apologies: Jo Casey

Agenda Items	Action & Owner
<p>Welcome & Apologies: Mandy welcomed all to the meeting, particularly Janet & Andrew, who were attending for the first time. Mandy also thanked Martyn, our outgoing Chairman, for his excellent contribution during his year in office. She was very pleased that Martyn had agreed to continue with the quarterly newsletter which is always first class. Janet commented that it is read by a very large GP practice in the south! Mandy invited all to briefly introduce ourselves. Apologies received from Jo Casey and Dr Oteri who needed to attend to a patient emergency.</p>	
<p>Minutes of Last Meeting and Matters Arising: PRG. Ray updated meeting on PRG numbers which now stood at around 220. Around 130 of these are via the website, albeit often recruited in reception by PPG. 90 were registered to receive contact via the post. As such, numbers of PRG members comfortably exceeded the 2% of patient list size required (180). Regrettably, not all members had responded to the survey despite 2 reminders encouraging them to respond. At present, we had received 133 survey replies. Response rate required was also 2% although Ray reported that he had questioned this having spoken with 'MySurgery' website who advised that this is not being insisted upon in other parts of the country. Martyn suggested PPG might support by further sign-ups in reception. Deadline is 31/3/12 Ray thanked Aimee and Martyn for their input with the survey</p> <p>Confidentiality Agreements. These were completed by all those present that had not completed the forms previously.</p> <p>Ray/Mandy Meeting (Action Point): Ray, Mandy and Aimee had met up on 30/1/12 to discuss role of chairperson and direction of PPG in 2012. Agreed that the priority was to build on the excellent progress made in the previous 12 months by Martyn, to increase membership and involvement, to establish some aims with members for 2012</p>	
<p>Practice Newsletter: Martyn requested ideas for inclusion in the Spring edition of the Practice Newsletter, the deadline for which is end of February. The Winter Newsletter was reviewed and all agreed it was excellent but we need newsworthy items please! Martyn mentioned No Smoking Day, Aimee's Linkage Project and Ray would send in as usual. Given the high % of PRG members unaware that appointments are available outside of normal hours, an item on this could feature. Travel vacs and PRG might also be included.</p>	<p>All to contact Martyn with any further items to include in Spring Newsletter by 29/2/12</p>

<p>Patient Survey – PRG: Ray presented the feedback received from the PRG in response to the 18 questions agreed with PPG. With 63 replies via the post, Ray had manually added these to a single amended survey form with scores and comment added. A further letter would now be sent to postal PRG members highlighting the results and inviting members to visit the practice or view our website for full details. Ray had then manually added the postal replies to the website which automatically calculates overall response rates and %. In answer to Q1 on overall service, the practice scores highly at 78% rating 8 or more out of 10. On the flip side, comments about the appointment and telephone system were numerous and this clearly remains an area to work on. It was disappointing to note that 37% of responders were not aware that appointments were available outside of normal hours. 82% felt the reception team were 8+ out of 10 and nearly all felt the practice was 'very clean'. Staff have been made aware and are naturally delighted with this recognition. Ray requested feedback and comments during the session adding that further comment</p>	<p>Ray to publish results on website and in reception area. Will send further email/letter to PRG members seeking their feedback on results of survey and prepare action plan/report.</p>
<p>Plans 2012: Mandy invited members to contribute ideas that the PPG could include in its plans for 2012. Ray clarified that these were PPG plans as opposed to practice specific plans:</p> <ul style="list-style-type: none"> • Andrew suggested an 'information corner' to perhaps include IT facility manned by PPG volunteers. • Mike and others suggested that we agree regular, health related events with support groups and organisations (eg. Age UK, Macmillan etc) to provide information and advice to patients, again supported by PPG members. • Olympic or Jubilee related event (Ray mentioned that GSK are major Olympic sponsors, perhaps worth contacting?) • Ray reminded all of Sue's original idea to add a further disability bay in the car park as part of our Co-op funding appeal; perhaps PPG could fundraise for this? Boultham Park Fair is a major local event worth attending. • Andrew suggested the need to focus on the changes affecting GP practices resulting from the commissioning reforms. <p>Any additional thoughts/ideas should be emailed to Mandy or Aimee and will be discussed at the May meeting.</p>	<p>Ray to obtain quote for cost of work to car park.</p> <p>All</p>
<p>AOB: Ray mentioned (earlier in the meeting) that he had been offered the opportunity to install a TV in reception (The Community Network UK) which will highlight health issues and invited thoughts. Feedback was supportive.</p> <p>Zena asked why we didn't have a clock in reception.</p> <p>Reminder! - Don't forget the Optimus PPG meeting at Rustons, Newark Road on Thursday 1st March, 6.30pm</p>	<p>Ray:</p> <ul style="list-style-type: none"> - To look into installing TV in reception - To consider putting clock in reception <p>All</p>
<p>Date of next meetings:</p> <p>Optimus: Thursday, 1st March 2012, 6.30pm PPG: Wednesday 23rd May 2012, 6.30pm</p>	<p>All</p>