


THE CHURCH STREET SURGERY




Patient Participation Group (PPG) Minutes
Wednesday 6th June 2018

Present: Brian Johnson, Martha Mitchell, Kathleen Hill, Janette Burgess, Mike Edwards, Stella Baldwin, Robert Hart, Colin King, Sally Hookes, Abi Pearson

	Description
1. Apologies	Di Smith, Dr Niwa
2. GP Update & Practice News	SH explained that a position was offered to a GP who chose another surgery closer to home and that we have recruited a GP who is due to start in September. We have however lost 3 GP's, Dr Foweather, Dr Meredith and Dr Gregory
3. Minute & Matters Arising	<p>Issues with the self-check in screen - inconsistencies reported to IT - software has been updated we shouldn't experience the problems again.</p> <p>Recruitment of younger members was raised in the last meeting. Brian had met a 15/16 year old at the open day who indicated interest in joining the PPG.</p> <p>The group asked if the Practice would support in approaching local 6th forms/high school as they have done at Bewdley.</p> <p><i>Update; Practice happy for PPG to approach appropriate schools</i></p>
4. Open Day/Patient Survey	<p>Please find the results from the Patient Questionnaire...</p>  <p>CSS PPG 2018 Questionnaire.pptx</p> <p>SH reported that following the survey 95% think the service is good or excellent.</p> <p>It is interesting to see that only 10% of patients are booking appointments online, the more we encourage this the more time is freed up on the reception line. Sally had looked at the call log yesterday and noted that calls were answered in less than 2 minutes. This is good, and has been helped with the increase in reception staff - however could be better if more patients were booking their GP calls online.</p> <p>The waiting time for a GP to phone back was also good, there are 2 patients who said they had to wait until the following day but as there is no link to patient's details we are unable to comment how this happened.</p> <p>Overall 292 out of 15,000 patients completed the survey, the results are really good and when comparing both reports (previous one the NHS send out to random households) this is a truer picture and everyone is pleased with the results. This was a good survey which gives a fair view of a screen shot of our patients</p> <p><i>Action – SH will look at an action plan in which we can look at areas with room for improvement. –</i></p>

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	<p>The online system was discussed - Mike had spent a day in reception to encourage patients to complete the survey, he felt the vast majority of patients just wanted to see a GP, face to face. They don't necessarily want to see the test results online – it is perhaps less personable and online access is 2nd best so why push it.</p> <p>Kathleen explained how she likes the online system, and while helping complete the survey she targeted people sitting on their smart phones, some patients were happy to give online access a try, others not so interested and would prefer to speak to reception. Robert thought that patients who have access to a computer have the option to use a wonderful service and for him it is perfect.</p> <p>.</p>
5. CCG & WFH Meeting	<p>Stella explained how PPG's started 27 years ago, when a senior partner asked to set up a group. All surgeries now have a PPG and the chair of each group meet occasionally for support and ideas. The Commissioning Statutory Body has supported these groups with admin and speakers ect however the CCG recently been decided that they can no longer support the group. This loss of support has caused upset and a feeling of being let down therefore a meeting has been arranged which Stella encouraged members to attend.</p> <p>Community Housing , Foly Grove, 12th Sept 1-3pm – Stella to check date, time and location and circulate details.</p>
6. NHS 70 years	<p>Stella had been informed that on the 5th July WFHP will celebrate 70 years of the NHS, with each surgery supporting the celebration how they wish, i.e cake sales with money raised going to charity.</p>
7. WFHP Meeting for all 6 PPG's	<p>Please find notes from the meeting embedded below,</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Prescribing PPG Aug 18.pdf </div> <div style="text-align: center;">  WFHP-PPG Notes of meeting7August2018 for PPG Groups Augu: </div> <div style="text-align: center;">  WFHP Presentation </div> </div>
8. Timing and Length of Meeting	<p>Tuesday and Wednesday were reported as the better of the days to meet. The group questioned if working patients are being excluded with the time being 2.30pm, also a GP is not always able attend due to being in surgery/GP shortage</p> <p>Timings of the meetings we discussed</p> <p>Mike suggested 6 meeting a year at varying times. It was decided this would be reviewed at the next meeting or when there is capacity/we're up to strength with staffing.</p>
9. Invitation to outside agencies	<p>The group discussed inviting outside agencies to the surgery, i/e hearing, dementia, carers association. Sessions could be arranged where we could let specific groups of patients know which day they'll be here. Sally explained that the practice could help in publicising the days and would</p>

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	<p>speak to PW in regards to the practice supporting the PPG in this.</p> <p>SH advised the group about the Social Prescribing Hub based at Kidderminster Medical Centre. GP's can refer patients and they will cover aspects such as loneliness, dementia support & benefits, patients can be seen at the hub or in the home. They are similar to the old community buddy's/citizens advice and funded by the CCG.</p>
10. AOB	<p>Martha wanted to note how happy she was with the overall kind treatment and service from the 111 team.</p> <p>Janette shared her experience with the phone lines one previous Monday morning. Sally explained that the phone system had been down one Monday and she would have to identify this with 'daisy' the phone system.</p> <p>Mike commented on the litter outside of the surgery, a nappy bag has been seen tied to a branch – Sally will contact maintenance.</p> <p>Sally reported to the group that CSS had won a bid and NHS England had given the seal of approval for building improvement on the top floor, there are no finalised plans but it's hoped to use the visiting office for 2 new consulting rooms/clinical space. The work needs to be completed by 31st March 2019. Sally will circulate finalised plans to the PPG.</p>

**The date of the next meeting will be
Wednesday 5th September 2.30pm**

Minutes submitted by A.Pearson