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PATIENT PARTICIPATION GROUP MEETING Monday 23rd March 2015@ 6pm

Attendees: *Marta Cabrera, Jana Berjakova, Julie Clifford*

PPG Members present: *AC, GL, NR, PD, SF*

Apologies: *JH, WH, EJ, JB*

Key Points Discussed:

1. **Welcome and Introduction** – new PPG members welcomed. PPG members introduced themselves.
2. **Revision of the last meeting** – minutes and action points from previous meeting (January 19th 2015) discussed and agreed.
3. **Practice News discussed** – new members of reception staff Julie Clifford and Charlotte Chambers introduced to the group.
4. **PPG Report for NHS England 2014/2015** discussed with the group. The group was given a copy of the completed template draft and all questions were discussed with the group and answers confirmed and agreed. Key points leading to group discussion:
 - **Appointments-** MC explained that due to the changes in the appointment system it has been recorded that our number patient complaints – mainly about appointments has been reduced significantly.
 - **Staffing and staff turn-over discussed** –MC has explained that we have now employed new staff with NHS experience and on long-term basis. GL suggested that we could employ new staff based on a fixed contract. AC said that from her HR experience this type of approach does not tend to work. Group discussion followed. MC explained that the Andover Medical Centre is essentially a training practice and therefore in the past we have employed staff that we would like to train.
 - **Services and Projects 2014/2015** – MC presented Mental Health pilot introduced at the practice recently and discussed with the group the outcome of already running services such as Smoking Cessation Hub, Respiratory Pharmacist service, Shine Project. Wellbeing of our patient population discussed.

- **Practice involvement with PPG discussed** – PPG members have agreed that this has been through frequent regular meetings, face-to-face contact at the surgery, telephone calls and invitations to meetings, emails and for new PPG members through posters, prescriptions and registration forms.

AC commented that she finds the PPG meetings to be an open forum for all patients and feels that all topics regarding the practice and patient services have been covered in the meetings such as; staffing, appointments, complaint, services, etc. and that she along with other members were able to recognise how budgeting and government changes impact primary care and patient services at the practice on the whole. AC also commented that as somebody registered at the practice for many years she has been able notice the vast positive changes in the practice and praised how far we have come along in many positive aspects.

MC and JB have thanked AC for such a positive feedback and MC explained that due to the changes in the appointment system it has been recorded that our number patient complaints mainly about appointments has been reduced significantly. MC also said that the practice has been receiving positive patient feedback about reception as the communication has improved and as a result reception don't spend as much time dealing with difficult situations as a few years ago.

NR mentioned that as he attends other meetings he is aware that most of the surgeries are having the same problems and are struggling with the pressures and changes from the government that affect especially small surgeries. He also observed that it is difficult for surgeries to get patients involved in the PPG and especially target groups. MC said that we have specifically invited carers and patients with chronic illnesses to the PPG meetings.

GL read the last part of the reporting template and the answers have been agreed with the PPG.

5. **PPG future involvement discussed** – MC and JB thanked the group for their participation in the PPG and have explained how important it is for the practice to be able to gain active feedback and constructive ideas from patients via the PPG. Future target groups were identified – e.g. namely young population and parents of young children who have refused vaccinations.
6. **Feedback from PAN Islington Meeting 19th March 2015** which MC attended along with Dr Singh and patients and PPG members NR and EJ. The key topics of the meeting involved the management of long term illness and quality of life and also changes in the 111 service. Information leaflet from the meeting was given to the group.
7. **CQC** – MC talked to the group about a meeting that she has attended. Inspections are now taking place in Islington and audit report will be produced based on the standards at the practice. They will give practices 2 weeks' notice prior to inspection. The CQC have the power to close surgeries down in the space of just 3 weeks if they have a reason for major concern. The practice carefully follows CQC policies and procedures and provides staff training. MC has asked the PPG group if they would kindly act as referees if the CQC ask to speak to a PPG member. All members agreed to provide support and AC and NR have confirmed that they can be contacted.
8. Finally we have informed the PPG that one of our active PPG members sadly passed away - RIP JL