



### **Patient Participation Group Meeting**

**22<sup>nd</sup> March 2018**

**18.00**

Welcome and Thank you for attending tonight.

What are patient Participation Groups and why are they needed?

Most GP Practices now have a Patient Participation Group (PPG) or are in the process of setting up one!

#### ***The Role of the PPG includes:***

- Being a critical friend to the Practice: However funding streams into the Practice need to be taken into account.
- Advising the Practice on the patient perspective and providing insight into the responsiveness and Quality of Services.
- Encouraging patient to take greater responsibility for their own and their family's health.
- Carrying out research into the views of those who use the Practice
- Organising health promotion events and improving health literacy
- Regular communication with the patient population

#### **Who is part of the patient Participation Group?**

The Patient Participation Group will need to include obtaining patient feed-back and, where the Practice and Patient Participation Group agree, acting on the suggestions for improvement. Practices should also be able to demonstrate that they have made an effort to engage with any underrepresented and seldom heard groups, including patients with mental health conditions or groups with protected characteristics as identified in the Equality Act 2010.

#### ***Reviewing patient and carer feedback***

Practices should aim to be regularly reviewing feedback with their Patient Participation Group and wider registered population to consider areas for improvement. Suggested sources of Feedback to review include:

- Patients and carer Priorities and Issues
- Themes from complaints and suggestions
- Planned Practice Changes
- CQC Related Issues
- Practice Survey
- Friends and Family Test
- Working with local commissioners (Clinical Commissioning Groups/NHS England)
- Views from local voluntary and community groups, including the local Health watch.



There is a need for a Constitution /Terms of Reference, with a Chair and Secretary appointed plus other members.

## **New update from the Practice.**

### **Staff Changes:**

- **Dr Simpson will be leaving the Practice at the end of March 2018 to continue her GP Training in the Hospital environment.**
- **Dr Shan will return in August 2018 to complete his final year of GP training under the supervision of Dr Jonathan Parry.**

### **Every-One and the Carers Quality Award :**

Every-One is a Lincolnshire based social enterprise and registered charity that aims to work inclusively with everyone, to ensure that every carer and every person who is cared for are at the centre of their own wellbeing.

Every-One were commissioned by Lincolnshire County Council to develop and establish a [Carers Charter](#) / [Quality Standards Award](#) which sets out key principles in the recognition, value and support of carers and has become a recognised symbol of quality.

The definition of a carer is someone who provides unpaid support and care for a family member or friend who has an illness, disability, mental health problem or addiction. Anyone can become a carer at any time or any age.

The Carers Quality Award is an award that organisations from Doctors Surgeries, Hospital to Schools can work towards. To obtain the award we have had to look at our processes and how we can improve them to help support carers.

Over the past 18 months we have been working on our award and have identified ways in which we can help and support carers. To be able to support the carers we must first be able to identify who is a carer and that is the responsibility of all the Springwells Staff. If a receptionist, dispenser or clinician realises that a patient is an unpaid carer they can offer to register them as an unpaid carer with the surgery which can be done by filling out a carers registration form. To help identify carers we have also updated many of our forms with a section "are you a carer".

One of the areas that we have identified as a problem is that many carers neglect their own medical needs, especially if they look after someone who cannot be left on their own due to a physical illness or a mental illness such as dementia while they attend an appointment. We as a practice have agreed that if a patient has this problem then we will do our utmost to accommodate the carer with



an appointment at a time they can attend such as when paid carers or other family members or friends can stay with the cared for person.

Now that we have completed our award we will be given a logo that we can add to our letters and website showing patients and other organisations that we value the unpaid carer

### **Are you aged over 75 years?**

- Please come and have a health check with the Practice Nurse who can access your well-being. The Practice also has a Nurse Care Co-ordinator who will focus on our most vulnerable patients in the community who may be housebound. The Nurse will assess their needs, assess their well-being following hospital discharge and refer to other appropriate services. The Nurse Care co-ordinator can be contacted at the Practice.

### **Patient Access to Appointments:**

- **Not already registered for on-line access?** The Practice is happy to offer an on-line appointment booking system. If you choose to use this option you will have as much access to the appointments as the receptionists have. Not already registered for on-line access? Please speak to reception who will be happy to help you. The Practice Nurses are not available to book on line as their appointment time lengths vary and the IT system at the present time does not facilitate this.
- Please note **advanced appointments** are now only being booked for up to 4 weeks ahead. If you have a preference of GP there may be a longer waiting time to see that Doctor.
- The Nurse Practitioners are available for **booking on the day** if you are unwell and need to see a clinician. They can obtain a medical history, organise investigations, diagnose and prescribe medication. Nurse Practitioners are available for urgent acute medical conditions that need to be allocated on the day.
- During the last 3 months 235 Appointments (57 hours of clinicians' time) appointments were wasted due to non-attendance. Please help us to reverse this trend. If you can't keep your **appointment please cancel it** so others can utilise this precious time with our Doctors and Nurses.
- **Home Visits:** If you need a doctor and are too ill to travel to the practice and feel a home visit is essential, please telephone the surgery BEFORE 10AM and a doctor may ring you back to discuss whether a visit is required or can be dealt with over the telephone.
- **Reviews:** If you are on regular medication you need to have a MEDICATION REVIEW with your GP at least every 12months, even if you are being seen regularly by the hospital. If we are providing the prescriptions for your medication the GP needs to review you as part of his duty of care. If reviews are overdue your medication may be reduced to a weekly supply until you are seen. If you have a specific condition such as ASTHMA, COPD, and DIABETES you will also need regular reviews with the practice nurse who specialises in the monitoring of these conditions. CHECK YOUR UP TO DATE WITH ALL YOUR REVIEWS—this will ensure you're on the best medication for your conditions.



**Pneumonia Vaccination** - Over 65 or in an “At Risk Group” book in for your pneumonia vaccine, you will only need this once.

**Shingles** - Over 70, check your eligibility for the shingles vaccination.

- **After 6.30pm please ring the NHS 111 service.** If you need to contact a GP during a Bank holiday for an EMERGENCY then please telephone NHS 111 Contact Details.
- Please can you inform us if your address or telephone **contact details change**.
- **Contact Details:** From time to time we may have to **speak to you urgently** and this can be very difficult if we don't have an up to date telephone number, either a land line or mobile number, or both, is very helpful. Unfortunately we are not able to leave messages on answer machines. If you move home you **MUST** bring in a proof of new address with your name on it, for example an utility bill. **Patients who move/ live outside our catchment area will be asked to register with a new GP that's closer to their new address.**
- **If you need to change/book an appointment,** ask for test results, need copies of immunisations etc: please do this yourself. It can place the receptionist in a difficult position—giving information to a third party is not permitted in respect to patient confidentiality.
- **Going on Holiday abroad:** A Travel questionnaire must be completed before booking an appointment. Please complete the forms at least 8 weeks before your travel date. If you are travelling within 6 weeks and have not made an appointment you may be advised that it is too late to see the practice nurse – you will be given the details of a travel clinic where you will be able to receive the vaccinations.
- **Test Results Test results** can be obtained from reception after 11.00am. Blood results should be available after 5 working days. It is the patient's responsibility to contact the surgery for their result. If we receive a result from the laboratory and they are abnormal, the GP will be informed and may contact you if they have urgent concerns. Swabs should be available to us after 48hrs and urine/ sputum or faeces. Nail clipping results can take up to 6 weeks before they become available.
- **Private Fees** Please be aware that there is a charge for non general medical services, such as private medicals, letters, passports etc. These fees are subject to VAT. Please see private fees listing on our Practice web-site.
- **Nebulisers:** If you have been loaned a nebuliser by the nurses or doctor, could you please inform the surgery as soon as possible. If these are no longer required could they be returned, as they may be required for other patients.



- **GP Team net:** A practice intranet has recently been established within the Practice with the aim to improve communication between staff and the facility to have a practice electronic Diary for all staff to be able to visualise on a daily basis.
- **Practice web-site:** This is continually being updated and improved with useful patient information.
- **Dr Jonathan Parry and Mrs Debbie Chessum** are running the London Marathon on the 22<sup>nd</sup> April 2018. They will be running to raise money for the Ovarian Cancer Charity. Both have lost family members to this awful disease. Any sponsorship would be very welcome and much appreciated. Please sponsor via the surgery or by the “Just Giving” page on-line. Many Thanks and keep on running!

#### **Matters Arising at the PPG Meeting 22.3.2018**

1. **Members suggested that it would be beneficial to have electronic doors at the front entrance to help patients with mobility issues and parents with pushchairs. Action: CS would look at the possibilities and speak with the Partners.**
  2. **Members discussed mobile telephone connectivity. It was said that a new mast was going to be erected in the Village which should improve signal coverage.**
  3. **Members suggested that if the Practice needed to expand further the old co-op shop in the Village was vacant and could be utilised.**
  4. **Bereavement contact was discussed. The role of the Nurse Care co-ordinator was discussed in conjunction with the multi-disciplinary/Palliative Meetings held at the Practice every 4-6 weeks where individual patients and recent deaths are discussed. The family are usually contacted following a death to see if they require any support during this difficult time. A sympathy card from the Practice to the family was discussed but members rejected this idea as not being quite right. An individual case will be discussed with the Senior Partner and feed-back to the individual concerned.**
  6. **Communication between the Practice and patients following tests or investigations was discussed. Action: CS to discuss with GPs and Reception. This was discussed on the 27<sup>th</sup> March with Clinical and Reception staff.**
  7. **Vitamin D medication and the benefits it can provide for bone health and the prevention of fractures following falls was discussed with the members.**
- Update from Diane Hanson from the local Lincolnshire South West Clinical Commissioning Group.

AOB



**Next meeting Thursday 28<sup>th</sup> June 2018 at 6pm in the Practice Waiting Room.**