**Patient Participation Group**

**Meeting**

**Monday 7th Jan 2013, Buttershaw Lane**

Apologies: JT, JA

Present: JG,RW,JD,CD,DW,MK,AB,DS, Fiona Purdie, Caroline Carter, Ian Taylor

FP apology for not providing minutes for previous meeting.

**FLU campaign update** – Only need 44 over 65yo to reach 75% target.

We will fail to achieve 50% of under 65yo ‘at risk’ patients. Will re-think for next year’s campaign.

Flu & preg pts - ?Tania Swaine’s daughter (?interested in midwifery) to have work experience to audit and encourage attendance for next years cohort.

**JG & AB –** Presented with flowers from the practice for help at October Flu clinics.

**Patient Survey Feedback (2012-3)**

164 responses – highest recorded for practice.

Highlights – Only 4% dissatisfied with GP service

85.8% find it easy/very easy to find information and 92.4% happy with Information provided by practice

5.4% Not happy with confidential information handling

74% happy with reception staff

10.5 % would not recommend the practice

96.1% find access easy or very easy

88.7% satisfied or very satisfied with GP

94.5% satisfied or very satisfied with Nurses

*Discussion points*

* MK – How do pts with limited understanding of English feedback with questionnaires?
* Moving forward - -PPG annual questionnaire – will allow group to identify and address trends.

-New survey specific to GPs – this is for GP revalidation and will be undertaken once every 5 years. Will be collected Feb/March 2013.

-DOH annual survey – Randomised, nothing to do with PPG survey.

* CCG – Looking specifically how patients can collaborate to shape delivery of services. Could look at language/.education difficulties etc. Suggested that CCG could offer sessions to Eastern European communities who are recognised as having different expectations of accessing services.
* MK – offer to try and identify patients from different cultures to have a voice at Parklands PPG.
* Virtual Group – Suggested to expand formal meeting to include those who may engage via email etc. This may lead to an evolution of the group with Patients leading it.
* Urgent appts – Extra patients – communicate with patients what is happening at the time! It was made clear that PPG recognised that PR reception were excellent at keeping waiting room informed.
* Release of confidential information and medical records – including difficulty with informed consent from solicitors.

*Action Points from Questionnaire*

BL – Coloured consulted room doors to have number added (colour blindness)

Explore setting up od online prescription ordering

Regular Newsletters

Cease to run #Phlebotomy ‘drop in’ sessions – failed.

Patient contracts – Slow progress. Will address again in April possibly as part of PDP.

**News/Any other business**

CC – Nurse prescriber for diabetes, Warfarin and asthma. Will same time for pts and GPs.

CQC practice has made initial submission of compliance – now gathering identified evidence. Stated satisfactory in all areas.

New build – still on-going. Business case to be produced to try and move forward.

Amanda Howarth – 1 session per week to train to deliver IHD care.

Smoking cessation – practice increasing to 5 hours from 3 hours.

RW asked if Dr Rehman was staying permanently as he had experienced excellent care!

Practice development Plan will be discussed at next meeting.

**Date of next meeting** : Monday 8th April 6pm Park Road Surgery.