



**Two Rivers Patient Participation Group (PPG) Meeting
Thurs 27th April 7.30pm-8.30pm St Mary Bourne Village Hall**

Minutes:

Welcome - chair (GH)

Introduction - attendees

Gib Hancock (GH), Lorna Hancock, Nicola Lyons (NL), Mike Nightingale (MN), Jenny Skilton, Sarah Denton, Mike Denton (MD), Alison Wogan (AW) Practice Manager, Dr Jim Rose, Dr Dan Lickman (DL), Rachel Sidwell, Mary Gosling, Esther Leach, Andrew Leach (AL)

Apologies

Chrissie Henderson, Alison Palmer, Robert Jordan, Dorrie Bilson, Eileen Knight, Roger Knight, Alison Harbour.

Minutes and matters arising from last meeting (Jan 17):

- AL to be website support contact for practice via email/ Agreed last time but little requirement as yet through email.
- DL to email MD with suggestions for final draft of patient survey/ Yes, but patient survey to be reviewed by NL initially before we perform survey and collate results/plan.
- ML will explore funding to get Stay Connected Programme off the ground/ Whitchurch Association Trust but O2 Telefonica support is available to selected Two Rivers vulnerable patients.
- DL to summarise issues facing general practice to be able to develop an article in Parish magazine on STP and latest issues facing general practice / published April 17
- DL to explore texting patients results / Is possible and ready to go live.
- GH to explore resource for parish nurse in St Mary Bourne like in Whitchurch / Discussed later, yes.

All actioned and agreed previous matters.

Reminder of our agreed aims of PPG (for information prior to meeting):

- 1. Communication between the practice and patients, to include information on staff changes, booking procedures, opening hours, and special "events" such as flu vaccinations.
- 2. Communication between the Patients and the Practice. This may involve surveys to gauge patient satisfaction with various aspects of the care being delivered, identify groups of patients with special needs where improvement to services might be made, surgery/waiting room facilities.

- 3. Identify the demand for and assist with special events such as education in the use of the practice website, weight loss clinics, CPR and first aid training, flu clinics and help with CQC inspections.
- 4. Future development needs/opportunities for the practice.
- Reminder of our key population groups we are representing:
 - Older people
 - People with long term conditions
 - Families, children and young people
 - Working age people
 - People whose circumstances make them vulnerable and people experiencing poor mental health (including dementia)

Issues for discussion this evening:

- **1. Communication between the practice and patients - an update:**
 - Practice feedback on 16/17 year overview (quality outcomes data, patient feedback) and updated CQC report
 - All agreed fantastic improvement in practice overall QOF achievement for both Whitchurch and Derrydown (AW will forward more detailed results to patients on request)
 - CQC have reinspected, confident that likely to be good in all areas but awaiting formal new report.
 - Implication of telephone triage (April 2017) for people with same day urgent problems.
 - All clinicians (RS leading) discussed huge improvement from clinical point of view, helping to prioritise patients in new safer system. Similarly excellent feedback so far from patients that have their problems dealt with in more responsive way and by most appropriate clinician. Ongoing audit of data by clinicians. Likely to share and publish its implementation nationally given degree of improvement and satisfaction.
 - Staff introduced - Barbara Harris (Advanced nurse practitioner), Winnie Shephard (Practice nurse), Reception recruiting - all updated.
 - Educating patients - agree next PPG articles for submission to parish magazines and who will write and submit these.
 1. *Life as a GP receptionist*
 2. *Telephone triage*
 3. *Long term condition recall*
 4. *Making better use of the two rivers medical website*
 5. *Recent successes at the surgery*
 - To be agreed who will write these articles, NL offered her support given her experience. DL will take responsibility to ask clinicians/patient group members to write/support each article and submit to the parish magazines each month.
 - Also discussed how we could distribute patient articles to all patients ?with Two Rivers newsletter. Parish magazines a good means of distributing. ?other ways - ?explore email - NL keen to support patient group/practice in this area. To be discussed further next time.
 - Supporting patients with new website and ordering prescriptions online - AL leading on this area - AL to finalise education leaflets on two rivers website in liaison with AW/NL.
- **2. Communication between patients and the Practice.**

- NHS patient survey - mentioned qualitative ways practice is assessed with growing number of online sites to leave feedback, NL keen to explore this further and support the patient group/practice with the feedback and how this is then acted on.
- NHS choices - agreed could be sensible for patient group members to first explore the website and leave a review for the practice at this address <https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=40217>
 - Can then be discussed further next time how we review this data as a patient group
- Friends and family test results - published monthly on website. Collected through texting and on paper cards in the surgery.
- PPG patient survey update - NL will kindly feedback thoughts on patient survey following on from MD's excellent work so we can then get some local personal feedback on the practice and can help guide some further improvement projects.

• **3. Identify the demand for and assist with special events/projects**

Current projects:

- Stay Connected Programme - MN leading - aim is to improve social isolation in **older people/vulnerable** through using IT - "breezie"
 - Whitchurch Association very supportive of project, however O2 will support and run and fund project, 6 patients required to pilot this, AW + MN to meet O2 to discuss implementing. Date to be arranged.
- Improving holistic community care for **vulnerable/elderly**
 - GH has spoken with Whitchurch parish nurse and local parish in StMB
 - Idea for developing befriending service - note CRB check would be free for volunteers
 - Sept/Oct courses planned at Church for people to develop skills in listening to patients/helping patients that are lonely
 - Agreed we could develop this practice supported befriending service. GH to liaise with appropriate members/support team and help implement as soon as is possible.
- Idea of developing Two Rivers non for profit carer support organisation for vulnerable/elderly/people with dementia
 - Chief executive of Age Concern keen to meet with Two Rivers PPG to support this project - MN + Gib + AW to meet (date to be arranged)
 - Director of Healthcare for Hampshire County Council Graeme Alan keen to support Two Rivers - meeting set 17th May at Winchester offices - ideally with same team.
- Improving access to care particularly for **working age people** - FaceTime consulting - practice to update on progress of this. Not discussed this evening.
- Improving ease of gaining results for all (currently majority call reception for results) - texting results - discuss issues/implication. Not discussed this evening.
- STP Development plan progress - future of local healthcare/general practice/hospitals and how work closer with social services given funding problems.
 - MN to circulate 9 points from mandate so we can prioritise
 - Meeting held with Kit Malthouse 17th March highly successful agreed collaboration and support with GP needs system analysis - using Two Rivers as beacon site - Broadband summit report available from meeting at Kingsclere on 3rd Feb 2017.

- MN agreed to come and meet Two Rivers management team Thurs 11th May to discuss systems review.

4. PPG member issues/feedback/ideas for projects that could be discussed further next time

Ideas for areas PPG could focus on: people with long term conditions, family/young children, mental health. Idea PPG could help with patient long term condition recall/recall from cancer screening programmes.

DL has been approached day after meeting by Lesley who is keen to develop a local Two Rivers mental health support worker/out reach. Suggested she liaise with GH/MN given ongoing projects could tie in with befriending service.

Fund raising/charity?

Next meeting:

Thurs 29th June 7.30pm - 8.30pm Whitchurch Town Hall

Shorter summary of action points to discuss have been completed at next meeting:

Communication to patients:

DL to organise authors and help submit following articles for parish magazines with support of NL:

1. Life as a GP receptionist
2. Telephone triage
3. Long term condition recall
4. Making better use of the two rivers medical website
5. Recent successes at the surgery

NL to review current communication pathways and how practice could improve when meeting AW

AL to finalise education leaflets on two rivers website in liaison with AW/NL.

Patient feedback to practice:

Agreed would be sensible for patient group members to first explore the nhs choices website and leave a review for the practice (still Whitchurch Surgery, not Two Rivers yet) at this address <https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=40217>

NL to review latest draft of patient survey prior to running the survey and collating/presenting the data.

Projects:

Stay Connected Programme - MN + AW to meet O2 to discuss implementing, project ready to start.

Developing practice supported befriending service in collaboration with local church - GH leading and will liaise with appropriate members/support team and help implement as soon as is possible

Developing Two Rivers non for profit carer support organisation for vulnerable/elderly/people with dementia - MN/GH/AW to arrange dates to meet chief executive of Age Concern & Director of Healthcare for Hampshire County Council Graeme Alan keen to support Two Rivers - meeting set 17th May at Winchester offices - ideally with same team.

MN agreed to meet Two Rivers management team Thurs 11th May to discuss a systems review of the practice