

# Two Rivers Medical Partnership

Patient participation group  
Thursday 29th September 2016  
7.30-8.30pm

## Minutes

Chair: Gib Hancock

### 1. Apologies

Noted

### 2. Minutes of previous Meeting– 29<sup>th</sup> July.

Agreed.

Omissions on the circulation list were noted.

### 3. Matters Arising

3.1 **Staffing** – group member noted that if there is a shortage of staff we should ensure the core work was being carried out to a satisfactory standard before looking at additional projects as discussed at PPG meetings. All confirmed that the aim is for the group to get involved and take the lead where possible and offer something as part of the community,

3.2 **Text appointment** reminder system - request to be able to allow replies to the texts.

Action: AW to investigate if this is possible.

### 4. Report from CQC

CQC carried out a a planned inspection 10th August 2016. The surgery team worked hard to get the best result possible. Patients and PPG members kindly participated and have seen the draft report. Once agreed it will be posted on the website.

Gib Hancock confirmed it seemed positive.

### 5. Website – personal coaching, logging in, prescriptions, medical history, prescriptions, booking procedures.

5.1 **Online Access Support** - Mr Leach's instructions were circulated and all agreed very helpful with some updates pending. It is planned to hold sessions for patients to learn about online access, however, it was suggested that this be carried out for the PPG first so that all on the group are clear how it works first before offering more widely.

Action: AW and Andrew Leach to review the document before setting a date for the group.

- 5.2 **Website** - It was noted that when an email is sent via the website, the sender does not have a copy which was thought to be unhelpful.

Action: Dan Lickman to enquire if the developers can address this.

- 5.2 **Access to IT** - All agree that we must not forget that not all patients have access to a computer or are able to use this technology.

- 5.3 **Online appointments** - The number of appointments offered online should be increased. Alison Wogan is working to increase this significantly.

- 5.4 **NHS Choices** - patients had noted it was not up to date.

Action: Alison Wogan to check all details and amend where required.

## 6. Surgery Leaflet

Not all had seen the surgery leaflet but it was felt that it was a good way to advertise what is happening at the surgery.

Action: Alison Wogan to circulate the leaflet.

- 6.1 **Information sharing** - personal email addresses should be only used with each members consent. All agreed emails to only be used and circulated to the group.

It is possible to set up a google group. AW to set up a google group

## 7. Patient Survey Update.

Daniel Lickman noted that he was grateful for the work done on the patient survey. He would review with Alison Wogan as all agreed that it was important to get the questions right to ensure a positive outcome, enable it to be actioned and improvements made and comments taken on board,

Action: Dan Lickman and Alison Wogan to review the questions.

## 8. Future Magazine Articles

The groups and the surgery showed appreciation for the work Allison had done on the first articles. Further examples or ideas to Alison.

There was some concern whether it was possible to be sure that the items were relevant across sites. While it was felt the it should be, Allison would send to Gib Hancock to make sure it is relevant to the other magazines before publishing.

## 9. Access to and use of NAPP support Facilities

Gib updated the group on the aim of the National Association of Patient Participation.

it is an organization and website that provides information, help, advice to patient participation groups. The surgery has paid for membership and an email address was set up so that it was accessible to all.

Action: AW to circulate the leaflets and review how the group could best access the information.

## **10. Any other business**

- 10.1 **Reception:** Feedback regarding reception suggested that while some patients had a positive experience, others felt strongly that it could be improved. This had been brought up in the past and training given. However there is a need to ensure that the experience of all patients is improved.

Action: Alison Wogan to look at the patient facing aspect of the surgery and how this can be improved.

- 10.2 **Town Council** - member of the town council present at the meeting offered support and willingness to circulate any information that might assist the surgery and the PPG.

- 10.3 **Complaints procedure** - A member of the group was concerned the complaints procedure was not being adhered which is a serious breach.

Action: Alison Wogan to review and ensure the surgery was following procedures

## **11. Date of next meeting**

24th November - next meeting Whitchurch,  
Agreed to vary the venue next time around – Gib investigating venues.