



PATIENT PARTICIPATION GROUP MEETING
PARKFIELD MEDICAL PRACTICE
Woodcross Health Centre Site
Tuesday 21.11.2017
4.30-6.00pm

In attendance- 6 Patient Participation Group Members, Sue Thornhill (Practice Manager) Kerry Blakemore (Assistant Practice Manager)
Laura Rich (Administrator)

Apologies received from 5 PPG members

| Item Led by | Summary of Discussion | Action by/Date Follow up |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Agenda of the meeting | <p>Sue Thornhill thanked the members of the PPG group for attending the meeting and apologies were conveyed from members who were unable to attend.</p> <p>Agenda for the meeting was as follows:-</p> <ol style="list-style-type: none">1. Sound Doctor2. Clinical cover update<ul style="list-style-type: none">• Home visit pilot update• Winter peak working arrangements• New FY2 doctor3. Friends & Family Test results | |

Sound Doctor

The PPG members who were in attendance at the meeting were advised by Laura Smith of a new Service called Sound Doctor

The Sound Doctor is world class patient education films provided for you by the practice. The Sound Doctor produces high quality films about a number of medical conditions online. All the films are short, informative and interesting, they will help you understand more about your condition and how to look after yourself better.

If you or any of your family would like to access this large film library please use the following log in:

go to: www.thesounddoctor.org

username: parkfield@centre.com

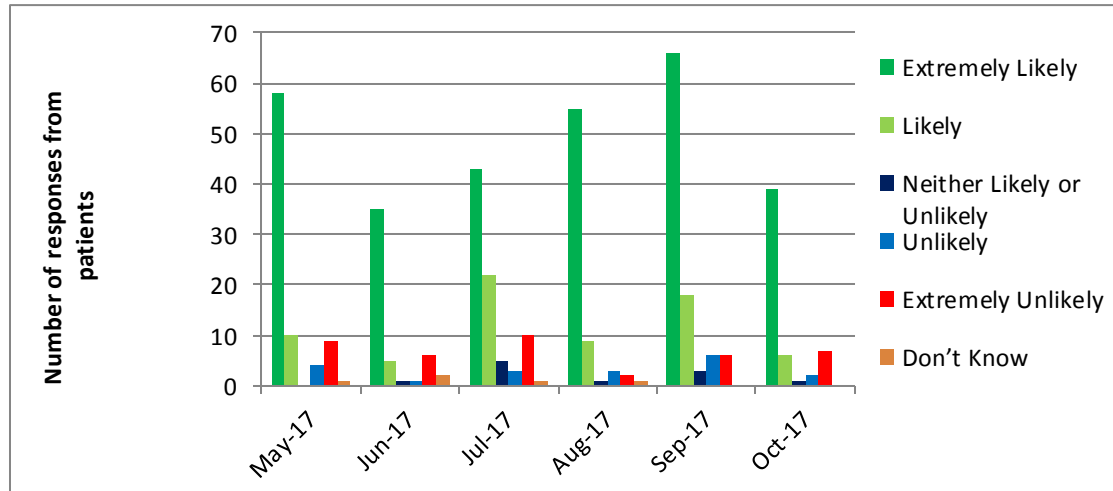
Please ask at reception for the password

If you go to the main site – www.thesounddoctor.org and try to access the films you will see there is a cost, but if you use the log in details above, there is no cost as the practice has provided access for you.

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| <p>Clinical Cover Update</p> | <p>The group were advised that Dr Dowell left the practice in September and that the practice had booked Jean Crutchley, Advance Nurse Practitioner and Locum Dr Sivanvir Jaspal to work from October to end of December. Sue explained that it was hard for the practice to recruit a new GP with the national shortage but had made an offer to a GP. Sue advised that she will know if we have been successful in recruiting the GP by the end of next week</p> <p>Sue advised that we are getting a clinical pharmacists into the practice. The Pharmacists will take lots of queries from the GP including medication queries, letters from hospitals regarding medication and nursing home medication and are able to see patients.</p> | |
| <p>Winter Pressures</p> | <p>Sue advised that due to winter pressures we are ‘book on the day appointments’. We still have online bookable slots available to pre book</p> | |
| <p>Home Visiting Pilot</p> | <p>Sue advised that practice had applied to be on the home visiting pilot scheme and been successful in securing this. The home visiting pilot will include a mixed team of Nursing/GP’s and Pharmacists. This should assist our GP’s who currently have many home visits per day to do. This could potentially enable our GP’s to offer longer appointments to patients.</p> | |
| <p>Friends and Family</p> | <p>The practice continues to offer options to patients in addition to telephone contact with the Practice, which should also contribute to improving telephone access:</p> <ul style="list-style-type: none"> ● To continue to register patients for online booking for appointments ● To continue to offer online access for repeat prescription request ● Electronic Prescribing Service (EPS). – The Practice are in the top 20% Nationwide for using EPS Update EPS2 will be rolling out quite shortly whereby pharmacies will have direct access to patient records to update and reflect any contacts with the patient, such as review of the patients medication ● MJOG Messaging SMS text messaging service reports - 74% of the practice population are signed up to mobile registration | |

Friends and Family Test

The practice continues to collect postcard and website responses and SMS MJOG text messaging services for the Friends and Family Test. Responses for both sites Parkfield Medical Practice (PMC) and Woodcross Health Centre (WDX) are collated separately and then combined. The % figures are the percentage of positive responses (i.e. Extremely like & Likely) to the question: **How likely are you to recommend our service to friends and family if they needed similar care or treatment?**



| | Responses | PMC | Responses | WDX | combined responses ** | Combined % |
|--------|-----------|------|-----------|------|-----------------------|------------|
| May-17 | 6 | 66% | 1 | 100% | 82 | 83% |
| Jun-17 | 1 | 100% | 0 | 0% | 60 | 67% |
| Jul-17 | 31 | 74% | 16 | 75% | 84 | 77% |
| Aug-17 | 10 | 80% | 0 | 0% | 71 | 90% |
| Sep-17 | 24 | 83% | 1 | 100% | 99 | 88% |
| Oct-17 | 3 | 33% | 4 | 100% | 55 | 74% |

The reason for the drop is low response and Sue did indicate that the drop in the % of patients being extremely likely or likely to recommend to friends and family as due to Dr Dowell leaving the practice in September. It is the practice target to get 75% at all times of patient satisfaction.

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| | <p>Some of the responses included:-</p> <ul style="list-style-type: none"> • Dr Johnson is an asset to the surgery she has a kind and gentle with people that allows them to feel at ease - she is outstanding • all round excellent service and very understanding of our needs • because they refused my son an appointment had to go to walk in • takes too long to get an appointment | |
| FFT Feedback | <p>There are 3 ways to register your responses for the friends and family test</p> <ul style="list-style-type: none"> • Completion of the postcards held in reception • Text messages service • Website <p>The practice is looking for ideas to increase the uptake, especially with the completion of the postcards. Several suggestions have been received from the members and the practice is looking into their ideas. Meanwhile more posters have been put up in reception reminding people to complete the postcards.</p> | |
| Any other business | <p>One group member advised that she was unable to get her flu jab at the surgery this year as she couldn't make the dates of the walk in sessions and she was advised she wasn't able to have her flu jab at the same date as her nurse review appointment. The patient proceeded to attend the pharmacy for her vaccine. Sue advised that this was incorrect information on this occasion and reception staff would be reminded that it is possible to have the vaccine at any appointment.</p> | |
| Date Time of next meeting | Tuesday 30th January 2018 4.30pm - 6.00pm at Woodcross Health Centre | |