



PATIENT PARTICIPATION GROUP MEETING
PARKFIELD MEDICAL PRACTICE
Woodcross Health Centre Site
Tuesday 30.01.2018
4.30-6.00pm

In attendance- 8 Patient Participation Group Members, Dr Alison Johnon, Sue Thornhill (Practice Manager) Kerry Blakemore (Assistant Practice Manager)

Apologies received from 2 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. Clinical cover update2. Home visit pilot update3. Friends & Family Test results4. Care Navigation Programme5. Twirl Relaunch6. AOB	

Clinical Cover Update

Dr Johnson advised that we have an 8 session salaried GP who started in January. Working on Monday, Tuesday, Thursday and Friday and he will be the diabetic lead.

Pharmacists

The practice have 2 Pharmacists

Senior Pharmacist, Amardeep will do first patient contact appointments, Chronic Disease appointments and, medication management

Junior Pharmacist will assist in medication management and will also start a first contact clinic with patients for minor illness.

The practice is working towards employing a full time Pharmacist.

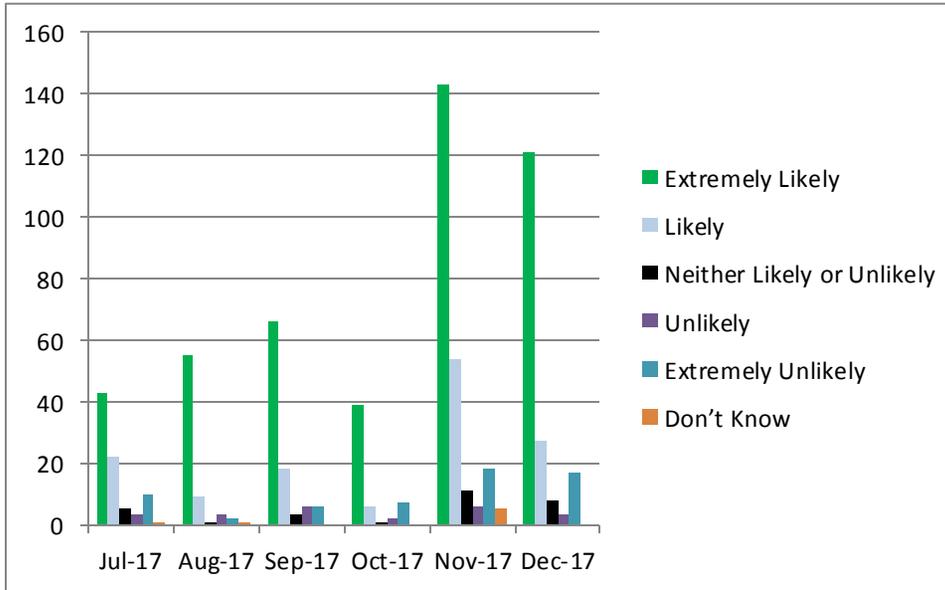
Winter pressures

This scheme has been organised by the Clinical Commissioning Group who have given funding for an extra 12 appointments a week until end of March. Sue explained that the winter pressure funding was given to each practice across Wolverhampton, the funding amount was the same regardless of the practice list size. Sue advised that larger practices has raised concerns that the funding was the same for all practices regardless of their list size and requested that the CCG take this into consideration when funding future projects to make it more fair.

<p>Home visit pilot update</p>	<p>It was explained to the Group that the home visiting pilot was still not up and running by the CCG, but assured the group that Parkields surgery were definitely on the scheme. It was explained to the group that in other CCG's, GP's do not do home visits and that they have similar schemes freeing up GP's time. It was reiterated that the scheme could potentially enable our GP's to offer longer appointments to patients if they are not out on home visits. It was explained to the group that newly qualified GP's do not like going out on home visits.</p> <p>It was explained that housebound and terminally ill patients do put pressure on the practice with home visits, however the practice prides itself on end of life care given to patients.</p> <p>Dr Johnson advised the group that we have 120 patients on End of Life, however the practice prides itself on end of life care given to patients.</p> <p>End of Life meetings are held at the practice quarterly, this is a meeting with GP's, District Nurses and Community Matrons. The practice has bereavement information packs which are sent to the family along with sympathy cards.</p>	
<p>Friends and Family test results</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 <p>● 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</p> <ul style="list-style-type: none"> ● 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?**



	Paper Responses	PMC	Paper Responses	WDX	combined responses – incl website and Txts	Combined %
Sept-17	24	83%	1	100%	99	88%
Oct-17	3	33%	4	100%	55	74%
Nov-17	8	75%	7	100%	237	83%
Dec-17	0	0%	0	0%	176	84%

	<p>It is the practice target to get 75% at all times of patient satisfaction.</p> <p>Some of the responses included:-</p> <ul style="list-style-type: none"> • Was seen on time, everything explained what was going to happen. • Very good very helpful and gave me an immediate appointment for which I am always grateful • Extremely proud to be a patient of yours <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>	
<p>Care Navigation Programme</p>	<p>Kerry explained that the care navigation programme was about getting patients to see the right person as quickly as possible which isn't always a GP. When patients call a GP practice the receptionist will have had training to navigate you to the right person, which will include asking the patient for the reason for their call. Patients could be directed to the Community Pharmacy, Nurse Practitioner, GP, Physio, Carer support team, MECS, (Minor Eye Condition Service). A link to the Wolverhampton Clinical Commissioning Group website is attached where there is a short video explaining the service. https://wolverhamptonccg.nhs.uk/your-health-services/care-navigation</p>	
<p>Twirl Relaunch</p>	<p>The group were advised that The Wolverhampton Integrated Respiratory Lifestyle (TWIRL) group were relaunching with a Respiratory Information Event being held at The Pavillions (Goodyears) Stafford Road, Wolverhampton, WV10 6AJ on Wednesday 7th February 2018 12noon – 3:30pm. Patients can take part in fun activities like bingo and quizzes and structured education to help them better manage their condition whilst being supported by volunteers and health care professionals in an informal environment.</p>	

Any other business	<p>One group member mentioned that she was struggling to get online appointments. It was explained that even though the practice had been on 'book on the day' appointments during December and January, that online appointments were still being put on, but the slots are taken up quickly.</p> <p>Experience Base Design is a practical set of tools. It enables the active involvement of staff and patients in improving services and the challenges faced in general practice for those working in it or directly affected by it. It is an approach that has been used successfully in various NHS settings for some years. It is starting to be used in Primary Care. Sue explained that there was a meeting in Birmingham on the 28th February that both she and Dr Johnson and would be attending. Sue asked if any Group members would like to attend. Names were taken of those who were interested and Sue advised she would make contact regarding this when she had the final information.</p> <p>One group member raised that prescriptions requests were being made online with a note requesting the prescription be made available for collection from the Woodcross Site, but on a couple of occasions the prescription had been printed off at Parkfields site.</p> <p>Staff would be reminded to check if the prescription requests carefully to ensure that this doesn't happen.</p>	
Date Time of next meeting	To be confirmed	