



PATIENT PARTICIPATION GROUP MEETING
PARKFIELD MEDICAL PRACTICE
Woodcross Health Centre Site
Tuesday 31.7.2018
4.30-6.00pm

In attendance- 8 Patient Participation Group Members, Sue Thornhill (Practice Manager) Dawn Hodgkiss (Admin)
Apologies received from 4 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. Unity Hub<ol style="list-style-type: none">a. Improving access for patientsb. Unity Utilisation figuresc. Unity PPG Chairs Meeting 15th October 2018 at 11.30pm-1.30pmd. Care Navigation utilisation figures2. Friends & Family Test Results3. Dementia Friendly Practice4. New recruits5. Any Other Business	

UNITY HUB

Improving access for patients

The Unity Hub is formed by a collaboration of practices within the Wolverhampton CCG including Duncan Street Surgery, Castlecroft Surgery, Mayfield Medical Centre, Probert Road surgery to name but a few. The Hub is based presently at Intra Health's primary practice of Pennfields Health Centre, Upper Zoar Street Pennfields and the aim is to improve the appointment access for the patients whose surgeries are involved with the Unity Hub. Extra evening, Bank Holiday appointments have been available since April 2018 and from August 2018 Sunday pre-bookable appointments will be available to patients, session holders will include GPs Advanced nurse practitioners, Nurses & Healthcare assistants. Appointments are bookable via the patient's own surgery. Patient consultations are recorded directly into their own medical records and referrals actioned immediately if required.

Each surgery has had funding allocated to unity, determined by the practice's patient size list. By working together with other surgeries helps practices to achieve the government's directive of a seven day service for patients.

A PPG member advised that she had used the service and was very "impressed" which is very encouraging.

Unity Utilization Figures

The number of extended hours appointments slots available from April-June 2018 was 1213 and 704 were used by patients, of which 78 appointments were booked by Parkfield Medical Practice patients.

Unity PPG chair meeting

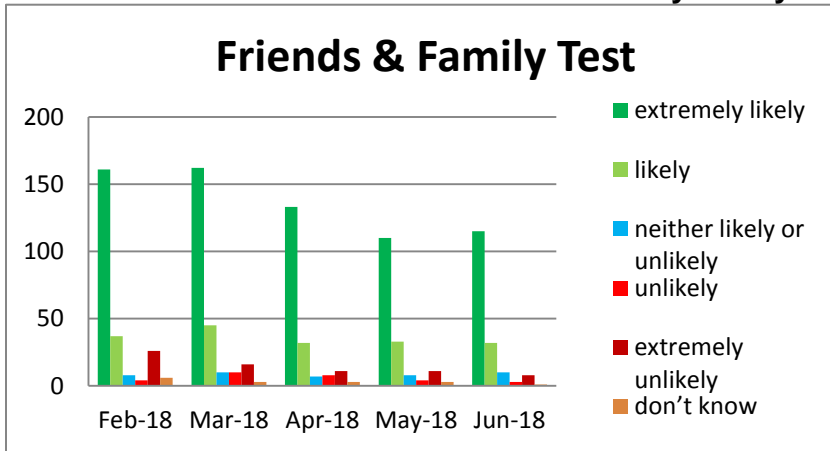
The Unity Hub has its own PPG meetings usually the chairperson or a nominated person from each practice attends. Two PPG members have offered to attend the next meeting on the 15th October 2018 to represent the practice

Care Navigation Utilisation Figures

Current services that practices can navigate to are: One you, Carers support, MECS (formerly PEARS – minor eye ailments) Minor ailment scheme and dental services. Parkfield medical staff continue to navigate patients to the appropriate services and record this transaction in the patients records. The Unity Hub will continue to extract information from the practice in order to relay feedback. It was felt that overall Care Navigation scheme was worthwhile and in some instances the patients are be seen faster elsewhere, receiving the appropriate treatment needed than booking an appointment at the surgery.

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?**



	PMC	%	WDX	%	Combined	%
Feb-18	146	73%	97	88%	242	81%
Mar-18	157	82%	89	89%	246	84%
Apr-18	132	83%	62	90%	194	85%
May-18	104	86%	65	83%	169	85%
Jun-18	98	86%	71	89%	169	87%

It is the practice target to get 75% at all times of patient satisfaction.

Some of the responses included:-

- 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

There are 3 ways to register your responses for the friends and family test

	<ul style="list-style-type: none"> • Completion of the postcards held in reception • Text messages service • Website 	
Dementia Friendly Practice	<p>Wolverhampton CCG along with the Dementia Action Alliance are encouraging practices to become more dementia friendly, providing useful information for patients & carers, about living with dementia, including help and support available and news of forthcoming events.</p> <p>The majority of Parkfield surgery staff have already been trained along with some of the PPG members. However this is only the first step in becoming dementia friendly practice and the PPG members want the practice to become actively involved with the Dementia Action Alliance and the Alzheimer's Society to become an accredited practice. This would also mean a refresher and further training for staff and PPG members. Providing dementia friendly appointments and more directional signage to assist patients during their visit to the surgery and holding at least one dementia event per year.</p> <p><u>Action</u> Sue Thornhill, practice manager to arrange training</p>	
New Recruits	<p>Dr Hina Razzak (ST2) and Dr Zaniyah Ali (ST3) are both joining the practice starting in August 2018 Mariam Gilani a pharmacist is also starting at the practice from early September</p>	
Any other business	<p>A PPG member contacted the practice with issues concerning the booking-in machine being out of order and was causing delays at reception. This was due to a national problem with the text messaging facility provided by the Emis clinical system. This problem has now been sorted with a software "fix". The practice apologises for any disruption caused.</p>	
Date Time of next meeting	<p>Tuesday 9th October at 4.30-6.00pm at Woodcross Health Centre</p>	