

**Patient Participation Group (PPG)**  
**Minutes**

**Date:** 4<sup>th</sup> of December, 2018

**Time:** 6pm

**Venue:** Birchwood Surgery: Staff Room

**Attendees:**

Zoe Smith – Practice manager  
Jay Chandarana – PPG Chair  
Hannah Phillips – PPG Secretary  
Brian Marshall – PPG Member  
Carol Pillinger – PPG Member  
Paul Valente – PPG Member

**Apologies:**

Dr Setty – GP representative  
Alison Cotterill – PPG Vice Chair  
Sheila Steele – PPG Member

Item No:	Topic	Action:
1	<p><b><u>Updated PPG Forms</u></b></p> <p>For those who have not already done so, please hand in your updated and signed PPG paperwork. This can be done by handing them in at reception and asking for them to be given to Hannah or Zoe, or by scanning the signed copies and emailing them back to us.</p>	PPG Members
2	<p><b><u>PCG (Patient Commissioning Group) Meeting Update</u></b></p> <p><b>25<sup>th</sup> of October, 2018</b></p> <p><b>Jay</b></p> <p><b>Key Topics:</b> Engaging in health and engaging in what is going on locally in East and North Herts.</p> <ul style="list-style-type: none"> <li>• What are we looking for to support our health in our community? Are we able to create it ourselves?</li> <li>• For example, the Hitchin Aphasic Club – this club was founded by Ann Sproul in 1990 and welcomes membership from people affected by stroke in the area. The club provides peer and communication support and offers social and recreational activities. At the moment it is headed by Patricia Hutton. There are 14 regular members who attend weekly and the volunteers make sure that each members get time where they are individually spoken to and supposed. Patricia says that as most of the members are physically disabled it is nice to give them some individual time. The group do a lot of talking about a wide variety of topics and then activities such as word searches, puzzles etc.</li> </ul>	Hannah to add to January – March 2019 newsletter

	<ul style="list-style-type: none"> <li>• The CCG and The Public Engagement Manager, Mark Edwards is looking into creating new events and projects for the local area. He currently is in talks with Mike Carn, Justin Jewitt and partners from Cancer Research UK regarding new community initiatives designed to raise awareness of cancer, the signs and symptoms, screening opportunities and how people can help in preventing cancer. He is also thinking about doing a similar campaign with Diabetes. If it is something we can be involved in or advertise to our patient to attend, we will do so.</li> <li>• The above point linked into <b>social prescribing</b>. What is social prescribing? Social prescribing is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services, i.e local health groups, charities etc. Hannah will look into what groups there are locally and put them into the quarterly newsletter.</li> </ul> <p>See the following link for more information on social prescribing - <a href="http://www.kingsfund.org.uk/publications/social-prescribing">www.kingsfund.org.uk/publications/social-prescribing</a></p> <ul style="list-style-type: none"> <li>• <b>What local services do we have / use?</b></li> </ul> <p>The PCG have been looking at some of our local services. One example being the shuttle bus at Lister. This is run by Stevenage Borough Council. This local shuttle service runs throughout Stevenage, Hitchin, Letchworth and Baldock. It also offers a link to the QEII hospital in Welwyn Garden City.</p> <p>Another example of social prescribing would be advising patients to take part in things like <i>Park Run</i>. Park run is a volunteer led walking group. It is every Saturday morning in the park on the Grange estate. Whether you are joining in or the 5k walk / run, or are volunteering as one of the event coordinators it is a great excuse to get out of the house, meet new people and do something a bit different.</p> <p>We need to make sure that these valuable services are advertised to patients so they can be utilised to their full potential.</p> <ul style="list-style-type: none"> <li>• <b>Extended Access</b></li> </ul> <ul style="list-style-type: none"> <li>• For all those who do not already know, extended access is a new out of hours clinic running in the local area. This means that Birchwood and 11 other surgeries in the local area get the opportunity to see a GP, Nurse or Health Care Assistant from the local area, outside of normal clinic hours. This service is being hosted by Sollershott Surgery in Letchworth during the hours of Monday – Friday 6:30pm – 8pm, Saturday 8am – 4pm and Sunday 8pm – 12pm.</li> </ul> <p>So far it has proved popular with those who know about it – we obviously need to keep advertising it. It is a perfect option for those who work conventional 9am-5pm hours and</p>	<p>Hannah to do research into local groups and add to January – March 2019 Newsletter</p> <p>Hannah to add to January – March 2019 Newsletter</p> <p>Hannah to add (again) to January – March 2019 Newsletter</p>
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	<p>aren't available to make our appointments. It also is a good option for when our diary is fairly booked up and your issue is not an emergency for today but you feel like it cannot wait for the next routine appointment with us.</p> <p>This service was trialled in Stevenage before bringing it out here. The comments from Stevenage were that it wasn't as busy as they expected it to be, but it could just be that it is still fairly new and patients do not know about it yet.</p> <p>At the moment all surgeries offer an early morning and a late night clinic for people who need these out of regular hour services but due to funding, it is most likely that these clinics will stop. We will give notice to our patients if this happens, and then patients will be encouraged to go to Sollershott for out of hours appointments.</p> <ul style="list-style-type: none"> <li>• <b>News from other surgeries</b> <ul style="list-style-type: none"> <li>• John Cooper from Orford Lodge in Hitchin mentioned that they were having trouble getting all their members together to actually hold a worthwhile meeting.</li> </ul> <p>Nevells Road Surgery seem to be having the same kind of issues as us in the sense that we are struggling to find younger members to join the PPG.</p> <ul style="list-style-type: none"> <li>- If anyone is interested in going along to the next meetings, they are on the following dates: <ul style="list-style-type: none"> <li>- 12<sup>th</sup> of February in Stevenage</li> <li>- 7<sup>th</sup> of May in Baldock</li> <li>- 10<sup>th</sup> of September in Letchworth</li> <li>- 26<sup>th</sup> of November in Hitchin</li> </ul> </li> </ul> </li> </ul>	
<p>3</p>	<p><b><u>CFF Practice PPG Improvement Plan</u></b></p> <ul style="list-style-type: none"> <li>• A reminder to everyone that our CFF Practice Improvement plan focuses on getting more people to sign up to Online services, Electronic Prescribing and SMS's and to run a couple of PPG communication days.</li> <li>• <b>Online services</b> At the moment the number of people who are using online services are currently slowly going down. As we are not taking on any new patients we can put this down to patients passing away, patients moving out of the area and some people just changing their mind. We will still encourage people to sign up for these services but will definitely expect them to rise when we start to take on new patients again. When people are signing up to become patients at our surgery they will automatically be signed up for things like online services, SMS's and electronic prescriptions (unless they specify that they would not like to be).</li> <li>• <b>SMS's</b> From what we can see, it looks like the over 65's aren't too keen on using their phones for text message reminders or to cancel appointments. How can we help them? Hannah has already made some 'How To' guides to give to people who</li> </ul>	<p>Hannah to distribute the guides and add a piece on them to the January – March 2019 Newsletter</p>

need some more support. We'll make sure there are more widely advertised to patients so we can offer that support.

- **How can we engage with our patients?**

- **NHS App**

Our surgery has trialled the new NHS app. It is for patients to use on their mobile devices. It combines being able to book and cancel the appointments (a service our normal app can do already) with being able to get more access to your medical record, speak to NHS 111 through it and other services. The trial is running until the end of December and once we get the feedback we will be able to update you on if the surgery will roll it out of our other patients or not.

Zoe to wait for feedback and then update as all when appropriate

- **Social media**

Some members of the group felt quite positive about the influence a social media platform could have. There were suggestions of a Facebook page for Birchwood Surgery, one where only page administrators could post anything and no one would be allowed to comment on anything. Also there was mention of a Twitter and Instagram account. There were a list of pros and cons for this which would have to be carefully considered:

Zoe to talk to the partners about these ideas

**Pros:**

- The potential to engage with younger patients
- A quick and easy way to spread a message to a wide audience
- If the above is doable there is a potential to save money on paper and the money saved could go on other things
- It would be easy to share our campaigns with a wider audience. Usually, the people who come into the surgery and see our campaigns are people who are unwell. This would mean we were able to reach everyone instead.

**Cons:**

- If people can comment on the posts it could turn quite nasty if patients are unhappy about their experiences at Birchwood Surgery
- Vulnerable patients might expose their personal information unwillingly while posting
- A member of the administration team would have to keep a constant eye on the social media platforms which could take away from the other important work we have to do
- GDPR rules could be broken and the safety and security of our patients could be compromised

- **Educational Talks**

Dr Setty is particularly interesting in hosting education talks. Some topics mentioned were back pain, diabetes and dementia. These events would be perfect for our PPG members to volunteer a little of their time to help organise and host these talks. If we can get patients to come to these educational talks and educate patients

Zoe to discuss with Dr Setty when she would like to hold these talks

	in mass, it might save a number of individual appointments which could be used for other issues.	
4	<p><b><u>Hand Out</u></b></p> <ul style="list-style-type: none"> <li>Please see the handout on attachments ***Get attachment from Zoe!***</li> <li>To summarise: <ul style="list-style-type: none"> <li>69.63% of the patients who took part in the Friends and Family questionnaire said they would be extremely likely to recommend our surgery to others.</li> <li>From the 9 months' worth of data we have regarding received and abandoned calls from 2018, we can see that we picked up 92.19% of the 28,819 calls we received.</li> <li>From the 12<sup>th</sup> of May 2018 to the 27<sup>th</sup> of November 2018 we managed to sign up another 662 more patients to sign up for SMS services.</li> <li>From the 12<sup>th</sup> of May 2018 to the 27<sup>th</sup> of November 2018 we managed to get another 851 more people signed up to electronic prescription services.</li> <li>From the 12<sup>th</sup> of May 2018 to the 27<sup>th</sup> of November 2018 86 less people are signed up to access online services. As mentioned above, this is due to patients passing away, patients moving out of our attachment away and people in general just changing their minds.</li> </ul> </li> </ul>	Hannah to add these statistics to the January – March 2019 Newsletter
5	<p><b><u>Discussion</u></b></p> <ul style="list-style-type: none"> <li><b>What do the PPG members want out of the meetings and in what ways do they feel they could be more involved?</b></li> </ul> <p>In previous years when the surgery did need some improvement, the PPG did address these issues began to be fixed. Now, with Zoe as the Practice Manager a lot of these issues have been resolved.</p> <p>If there isn't much to fix anymore and all the problems the group have, have been generally resolved – what do we do from here?</p> <p>Everyone felt that the meetings were a bit repetitive. Zoe gathers information for everyone, we all review it (and generally it shows improvement so not too much to worry about) and then we talk about how it could be improved.</p> <p>Now that the health of the practice is in good condition, what do we talk about it our meetings?</p> <p>Perhaps we send out things like DNA statistics and CFF update plans via email for everyone to review, and then turn our meetings more into focus groups about something we feel passionate about as a group or events we would like to host.</p>	Everyone to think of things to contribute to the next meeting regarding youth mental health and homelessness

	<p>Jay said she was particularly interested in the mental health of young people. It has been a widely talked about subject in the news recently and I'm sure it is something we can all somewhat relate to.</p> <p>Zoe also mentioned that she is particularly interested in homelessness and what can be done to help those who do not have a place to live at the moment.</p> <p>We decided that in the time between this meeting and the next, we would all think of things relating to youth mental health and homelessness. In the next meeting we can all put our ideas together and discuss how we can raise awareness to these issues. We could potentially putting something in the newsletter, or dedicate a board in the surgery to mental health and homelessness – there are lots of things we could think about.</p> <p>Potentially, this could be a continuous thing and every meeting we could focus on a different topic.</p>	
<p><b>6</b></p>	<p><b><u>AOB</u></b></p> <p>- N/A</p>	
<p><b>7</b></p>	<p><b><u>Next Meetings</u></b></p> <p>The next meetings will be held on the following dates</p> <ul style="list-style-type: none"> <li>- Tuesday 5<sup>th</sup> of March 2019 at 6pm</li> <li>- Tuesday 4<sup>th</sup> of June 2019 at 6pm</li> <li>- Tuesday 3<sup>rd</sup> of September 2019 at 6pm</li> <li>- Tuesday 3<sup>rd</sup> of December 2019 at 6pm</li> </ul>	