

Summary Sixways Patient Participation Group Meeting

Monday 10th October 2016

Attendees:

Mrs Nicola Wright

Practice Manager

3 PPG members

Introductions by all present	
Planned changes to appointment availability	<ul style="list-style-type: none">• Following our last meeting we have been reviewing our appointment booking system. We had all agreed previously that patients did not like the system of calling back at 1pm to obtain an afternoon appointment. We also wanted to act on the CQC recommendations regarding access to pre-bookable appointments after 5pm.• We discussed the proposed new appointment system fully, including the following key changes:<ul style="list-style-type: none">○ Each GP to have 2 pre bookable routine appointments after 5pm, on each day that they work○ Increase the number of book on the day appointments to 7 per GP (before emergencies) per day to take into account the increasing requests for same day appointments○ Trial making all that day's appointments available to book from 8.30am, so that patients no longer need to call back for an afternoon appointment• All present felt that these steps would improve access to appointments and were pleased with the proposals• NW updated that these changes would take effect from Monday 31st October
Update on nurse practitioner minor ailments clinics	<ul style="list-style-type: none">• We discussed the minor ailments clinics that are now running on a Monday AM and Thursday AM, by our Advanced Nurse Practitioner Annmarie.• The initial feedback from patients who have seen Annmarie has been positive. We have however encountered some patients who refuse to be seen by her, even though they have minor, acute condition which fits into her agreed competency. This patient education piece will require additional work to ensure that these appointments can successfully help us manage patient demand.• NW confirmed the appointment types that our ANP can see. These include:<ul style="list-style-type: none">○ Acute, same day, appointment requests for minor ailments including sore throats, chest infections, urine infection, eye infection etc○ Pill checks○ Ear examinations○ Back pain• We also discussed that currently she does not see the following:<ul style="list-style-type: none">○ Children under 12

	<ul style="list-style-type: none"> ○ Pregnancy related conditions ○ Mental health or depression ● As a practice we feel these patients are currently best to see a GP, however this is something we will continue to review
Andoversford Branch surgery- potential closure	<ul style="list-style-type: none"> ● Following our discussions at our last meeting, NW has been working with the CCG regarding actions should we wish to consider closing the branch surgery in Andoversford ● We reviewed the planned questionnaire that will eventually be sent to patients and posted onto our website. There was some excellent feedback from the PPG regarding ways to improve the questions asked, and therefore the potential responses. These included the need to rephrase some questions to make it clear that we are seeking views, and have not already made a decision. ● NW to continue to work with the CCG on this and update the PPG when we next meet.
Issues/queries from PPG members	<ul style="list-style-type: none"> ● We discussed the need to try and attract more members to our PPG, and for it to be more driven by the PPG group itself, instead of by the practice. NW to discuss with Winchcombe/Stoke Road surgeries to understand how their PPG's work. ● We agreed it would be better if the agenda came from the PPG, to include an update from the practice. ● We also agreed that for future meetings we would have a clinical representative (GP or nurse) ● We discussed the PPG network event taking place on the 14th October, and which any PPG members who are interested can attend. Unfortunately no members of the PPG are able to attend this meeting. NW to see if she may be able to attend herself. ● Discussed how we can better communicate with younger patients. Ideas for NW to investigate include: <ul style="list-style-type: none"> ○ Specific section on the website, to include Gillick competence information. ○ Specific asthma clinic for younger patients ○ Mental health teen drop in clinic
AOB	<ul style="list-style-type: none"> ● Discussed how sociable the Saturday flu clinics are, and whether the practice could hold an annual coffee morning or event/talk for patients, possibly with a "Looking after yourself" theme. NW to investigate
Next meeting	<ul style="list-style-type: none"> ● Agreed next meeting would be Jan/Feb time. NW to organise