

Patient Participation Group – Wednesday 11th September 2013 Minutes

Present

Patients: Mr G Monaghan, Mr A Akbar, Mrs S Netcott, Mrs S Hodges
Staff: Dr J Parrott (GP), Mrs A Toumi (Practice Manager), Ms H Stewart (PA to the Practice Manager)

Apologies: Mrs S Packer, Mrs A Neate, Mr and Mrs Hinsley

Items discussed:

1. Agenda items raised by PPG members

- Mr Monaghan referred to the information displayed on our website about the PPG which mentions the PPG supporting the practice to achieve its health promotion goals, and requested that we discuss these. Mrs Toumi thanked him for drawing our attention to the fact that the practice needs to update some of the PPG information on the website. She stated that the PPG has previously been involved in helping the practice's work on the phone system, patient survey, A&E attendance and DNA rates. The hope is that if the PPG expands they will be able to be involved in larger projects, such as evening education sessions for specific patient groups (e.g. carers, diabetics). However, whilst the group remains small any larger undertakings are not a possibility.
- Mr Monaghan also wished to discuss the provision of local services, specifically mentioning the complimentary therapies provided at Wellspring Healthy Living Centre. Dr Parrott explained that the local practices had been asked how they felt physiotherapy services might be improved in the area, and they had decided to set up a service offering an alternative to physiotherapy. In order to be eligible for the service, patients must be experiencing musculoskeletal problems, and the symptoms must have been present for 3-6 months. The service can only provide around 4 sessions per patient, with either an osteopath, a chiropractor or a physiotherapist. The idea behind the service is that these therapies are less expensive than standard NHS physiotherapy, and they are more accessible by being located in the community. They are being assessed to see what the impact on patients is – so far it seems that patients do feel they are useful, but that there is no indication that they are more effective than standard physiotherapy. It is continuing for the immediate future, and is likely to continue if it proves to reduce physiotherapy costs overall.
- Mr Akbar related that he had been at the reception window recently and had felt that the receptionist sitting behind the screen had been unaware of the queue which was building up at the window. He requested that the display on the screen be placed elsewhere and the screen moved so that there would be a clear view to the window. Mrs Toumi explained that the screen was not there to hold the display, but served to act as a

separation between the two halves of the room – this is because there is work that goes on in the back part of reception which is not related at all to reception, and sometimes is not even related to the practice. Mr Akbar then suggested that a bell would be a useful idea and Mrs Toumi agreed that this is something that the practice should look into. It was also pointed out that many people still wait at the window to be booked in when they arrive for an appointment, instead of using the touchscreen – it was agreed that greater encouragement to use the touchscreen was needed. Mrs Toumi made the point that in the new building most of the reception activity will be taking place in a room separate from the main desk which should make reception's work more efficient and provide a smoother service at the main desk.

2. Research study

Ms Stewart gave an overview of a research study that is keen to involve PPG members. The study is being run by the University of Bristol, and aims to understand participants' views on electronic medical record collection and the use of records for research purposes. Involvement will require attendance at one discussion group, lasting no longer than an hour and a half and with drinks and snacks provided. Travel expenses will be covered, and participants will be eligible for a £20 shopping voucher. More information on the study and how to sign up is included with these minutes.

3. Patient Survey 2013

Ms Stewart gave an overview of the draft questions in the patient survey for this year. The questions have been written with the aim of gathering the most reliable information possible, in order that relevant actions can be taken based on the results. The survey is also as concise as possible, to prevent people being put off by large amounts of paper. The questions cover the following topics:

- Opening hours / appointment availability – the practice asks about patients' preferred appointment times each year, to ensure that the current provision continues to match the needs of the practice population.
- Staff – this allows patients to rate the service they receive from the different staff teams, and provide further comment if they wish.
- Access to our services – this question will hopefully highlight any particular difficulties that patients have with access (e.g. to the building, on the phone, to particular appointment types etc)
- Online access – this will indicate the proportion of patients who are aware of and use the website, and also allow the practice to promote the start of our service to allow patients to book appointments online.
- The PPG and email group – this will include a brief description of these two groups and allow patients the chance to sign up.
- Contacting the CCG – this will let patients know that the CCG is keen to hear from them and inform them how to go about

passing on their comments/queries/suggestions direct to the CCG. There will also be a comment box provided for patient unable to use the online contact form, and the practice will then pass the comment to the CCG.

The PPG were invited to comment on the questions and make any further suggestions. Mr Akbar said that he had been asked to complete another survey about the practice recently – Mrs Toumi confirmed that this was a national survey which the practice was not connected to in any way.

4. Rebuild

Mrs Toumi gave a brief update on the current status of the rebuild. Plans drew to a halt with the disappearance of the PCT, as the agreements made with them are now having to be renegotiated with the new organisation in charge of the land. The practice has planning permission for the land, and this will remain valid for 3 years. However, the terms of the sale have shifted several times and agreement has yet to be reached. The practice will be applying for planning permission to install extra parking on the land currently occupied by the health centre. Once all the terms have been agreed, the practice is ready to go out to tender for a builder. The current estimate for completion is around March 2015.

5. Other items

- Mr Akbar raised the issue of some overgrown vegetation next to the pathway coming onto the health centre premises, as he felt that it encouraged people to walk in the road and could result in an accident. Mrs Toumi said she would look into dealing with this problem.
- Mr Monaghan asked about the upcoming inspections of GP practices. Mrs Toumi confirmed that this was happening, and that all GP practices in Bristol are due to be inspected before April 2014. The inspection will be carried out by the CQC (Care Quality Commission), and will involve inspectors visiting the practice, talking to patients and staff and also looking at various records and other documentary evidence. They will also be keen to talk with PPG members.
- Mr Akbar enquired as to how the practice manages to treat patients whose first language is not English. Dr Parrott explained that the GPs can access a translation service over the phone, which can translate into many languages. However, this requires that these patients have longer appointments as it takes a lot longer to complete a consultation in this way. Mrs Toumi explained that whilst there are also interpreters available at Charlotte Keel it is only possible to arrange for them to attend when the appointment is booked enough in advance. A Somali interpreter is on site every Tuesday afternoon.

Thank you to everyone who attended!