

The Leys Health Centre

Patient Participation Group Meeting

24th August 2015

In attendance: A. Ganter, I. Morgan, V. Fouracre, C. Sims, S. Wheatley, J. Lang, E. Potter, C. Spencer, C. Mahon, D. Mahon, J. Moffatt, G. Johnson, K. Johnson, R. Harris, J. Bailey, S. Renn, F. Lodge and Dr. Mel Phillips/

Apologies: D. Vanderhyde, L. Fletcher, T. Fieldwick and D. Hall

The Chairman (Ian Morgan) opened the meeting by welcoming everyone present and introducing himself and by thanking everyone for attending. He also informed the group that we are now the biggest PPG (patient participation group) in Oxford.

Fiona informed the meeting of fire procedures in case the alarm goes off.

Fiona went on to advise that we plan to keep these meetings to time as much as possible and have new faces so asked everyone to introduce themselves.

There is an amendment required to the meeting guidelines established last meeting regarding helping these meetings to run to time. Members should ensure they make points as brief as possible and longer points may need to be deferred for later. There should also be no specifics for individual patients and everyone should try to keep the meeting as positive as possible.

The group is now strong enough and big enough to support itself, but requires a constitution and we will spend approximately 30 minutes forming it and the main areas. There were examples passed around the group for inspection.

Fiona asked the group what they would like it to be called. Everyone was happy with the name The Leys PPG.

Aims and Objectives: Shelved for now.

The Leys PPG formed a vision statement a year ago which was vague and now needs to be more specific. Ideas were brainstormed previously.

Membership: The meeting is open to all patients, plus carers or advocates of registered patients who also require representation. Other participants who may be able to help the group meet tasks and objectives may attend but will have no voting rights. All healthcare staff may be invited in to join the group but will not be members of the group (eg guest speakers - by invitation).

Officers: Chairman/woman. At present we have two joint chairs and two joint secretaries.

The Chairman states we need to keep consistency with the officers of the group, but that it is important that we have cover in case of sickness or holidays etc.

We may in future require a publicity person to join the Officers.

Members of the PPG may attend other groups in the community and this will need to be looked at.

The PPG has the right to send representatives to the City Forum. Ian has commented that we may invite guest speakers from other similar PPGs to come and speak to us.

At present the group has voted to elect Officers annually. Is everyone comfortable with this? It was stated that a year is a standard term and is preferable to keep everyone fresh and keen with their roles. It will be possible to re-elect the same people if wanted.

Meeting frequency: It was discussed how often we felt as a group we should continue to meet, whether it be monthly, quarterly, fortnightly, etc. Quarterly was felt preferable by the group to allow action points to be put into place. It was stated that emergency meetings can always be arranged if required.

All members to receive an agenda 7 working days prior to a meeting.

Everyone can submit agenda items ten working days prior to meetings.

Meeting minutes to be made accessible to all.

Meeting minutes to be sent to Fiona within 48 hours and the minutes then sent out to participants within 4 working days of the meeting.

A PPG pinboard to be placed in surgery for all to view.

Friends and Family Test: A new initiative has been used previously to see if you would recommend this surgery to a friend. It could potentially be a valuable tool to see what the wider population feel regarding the surgery. **A suggestion was made to change the tickertape rolling screen to advertise the feedback forms. It was also suggested that perhaps a rota of PPG members to hand out forms to patients in the surgery for feedback. We should also see if we can have regular space in the Leys News and advertise this and other items there.**

Fiona then passed around some previous and anonymous feedback forms which showed patients giving glowing references so pleased that people were not using them solely for complaints and negative feedback.

The ethnicity part of the feedback form was queried as incomplete and also annoying to complete but it was stated that it was not designed by the practice and is useful for demographic purposes and is optional to complete.

We do have the option to re-design the form if it is felt that the wording is unsatisfactory. We need to consider making the forms more impactful and consider translations for non English speakers.

We also need to look at signage for where patients need to wait to be seen by reception staff, although it is good that most people are waiting behind the yellow line. However, this is not good for wheelchair users as they cannot then be seen by reception staff.

We will need to have representatives to go out to other organisations/groups on behalf of the PPG and also arrange for speakers to come to us for talks about topics including diabetes, carers, dementia and others. This may also encourage more people to attend the meetings.

Any invitations received by The Leys Health Centre for PPG members etc will be posted on our section of the health centre website to save keep emailing members.

Ian has a contact who can assist with business card style items to hand out to people to advertise the group and meeting times.

We will liaise with the Leys News for column space to advertise meetings etc.

It would be good to have a childrens area for them to go and play with activities to quiet and calm the waiting area. Due to health and safety/contamination issues this would be difficult to oversee. **It may be possible to have a room with a television put up for them?**

Car Park Update: This is a frustrating saga. Plans have been approved but the council didn't plan for lighting and security cameras. There is a funding issue at present but we are hoping it will be resolved and work started on it in this financial year. Considering all of the parties which are involved it is all happening relatively quickly.

We need to take some points to move forward / action before the next meeting.

Collette has kindly agreed to help with the family and friends test and a number of other members will hand out forms whilst at the surgery for appointments. Fiona will re-vamp the cards for the next meeting but we will use up the current supply first to save resources.

A small sub-group should be formed to reach out to hard to reach groups. Maybe to start low-key just by talking to neighbours with children etc All members should take opportunities wherever possible to broaden peoples knowledge of the PPG

Group.

It was felt important that the PPG group must remain independent of Doctors and other Health Centre Staff and that it would not be appropriate or practical to get doctors or other staff to hand out the feedback forms.

We will look into a link to the surgery website to encourage online completion of the forms if appropriate, depending on how much traffic the site receives on a monthly basis.

All group members, health centre staff and others are welcome to contact / arrange for speakers if the group agrees that a speaker can attend. Age Concern, Citizens Advice Bureau, Dementia and Diabetes are all speakers who have initially been mentioned as interesting areas. Please contact Fiona if anyone has speaker contacts they think would be of benefit to the group.

We should set a target of having at least two guest speakers before the end of the financial year.

We will produce flyers to promote the PPG to put through letterboxes. We will require volunteers to do this and ensure no duplication of areas covered.

Everyone stated that they were happy with the starter action points. Some liaison will be required after the meeting regarding the flyer production, etc.

Fiona to complete a draft of the constitution aims and objectives. She will submit a copy to everyone before the next meeting for tweaking and/or approval.

A suggestion was made for a staff pinboard with their names and faces put up for patients to know who they have been dealing with. Fiona/Susan will check if the receptionists consent to their photos being put up on the wall. They will come back to the group next time on that, and are ensuring when staff name badges are required they will be in larger font for easier reading,

A question was raised about hospitals delegating blood tests etc to practices. Are systems in place for this? We were informed that this practice is already doing this.

It was also queried about requests for mammograms and who is responsible for sending out the invitations. Invites are sent out via the Breast Screening Clinic direct at the Churchill Hospital and are not done via the surgery.

It was bought to the practices attention that some letters are being sent out without being dated. The practice will look into this and ensure all mail is dated.

When booking appointments can receptionists ask patients how many issues are to be raised as double appointments may be required. A standard appointment time

covers either two small issues or one larger one.

Other:

Lists of Oxford City Meetings and The Leys Health Centre PPG meeting dates are available and will be listed on the website, but can also be handed out to any who want to have them today.

The practice has been invited to join the Leys Health and Practice Board which consists of all different aspects to encourage health and we have agreed to attend the Leys Festival which will promote our group and all are welcome to attend to represent us. Fiona will be attending the festival and would love some company!

End of Meeting Review:

Primarily the score was 5 fingered.

One four fingered review - this was their first meeting and there was nothing wrong, but they just need time to reflect on what went on.

It was commented that staff should have the right of reply to things mentioned during the meetings.

If issues are raised where certain staff need to talk to the group, they would be invited.

Meeting concluded: 8:05pm