

**Chilwell Valley and Meadows Surgeries
Patient Participation Group Meeting
Minutes
Monday 4th September 2017**

Attendees

Patients: Glen Swanwick (Chair), Mike Lewis (Vice Chair), Rosemary Bellamy, Andy Burman, Caroline Baker, Shirley Rourke, Gwen Murray, Sheila North, Barry Riley

Practice Representatives: : Dr Dick Churchill (GP), Linda Allum (Practice Manager)

Apologies, Maria Maltby, Brenda McCourtney, Doug Harper, Freya Mundy, Ali Harvey

Guest Speaker – Karl Stirland from Everyone Health told the group about the healthy living and weight management service that they provide to patients. Patients can self refer to the service and are offered support for 12 weeks or 24 weeks depending on the amount of help required. The service is for anyone from age 5 and sessions are an hour and a half a week consisting of exercise and nutritional advice.

1. Minutes of last meeting held on 3rd July 2017 were approved

2. Matters arising from the minutes

None

Mike welcomed several potential new members to the group.

3. Results of Patient Surveys

Dr Churchill presented a summary of the recent patient surveys undertaken at the surgery. 1,174 questionnaires were completed by patients in three separate patient satisfaction surveys between January and March 2017. Each survey had a slightly different focus and question design, but there was sufficient overlap to triangulate findings and make comparisons between surgeries, between practices, and over time.

The results demonstrated that the practice performs well in relation to:

- Telephone access
- Receptionist helpfulness
- Most aspects of clinical care

The practice had similar results to others in terms of

- Seeing a clinician of choice
- Appointment availability
- Opening times
- Waiting room

The practice performed less well compared with others in terms of

- Waiting times to be seen
- Some aspects of nursing care

Members of the group were given copies of the results summary to read and this will be discussed further at the next meeting so that an action plan can be produced.

4. PPG member Recruitment

Following a successful bid for Lifestyle Funding, events were organised by the group for patient information. There was a small amount of money left over and it was agreed that this could fund some posters and leaflets to attempt to attract new members to the group. As there were

a number of potential members present at the meeting, this is proving effective and will be ongoing.

5. Donation of money for equipment

The surgery recently received two donations in memory of a patient from their family. These amounts enabled the practice to purchase two new electric couches which make it easier for less mobile patients to be examined. Dr Churchill told the group that this is the sort of equipment that can benefit patients and can be purchased from fund raising efforts.

6. E-mail communication

The surgery will shortly be setting up a new account for communicating with the group to make this easier and more efficient. Existing contacts have been e-mailed and asked to respond if they wish to be kept on the mailing list.

7. AF screening (including on Flu Saturdays)

Atrial Fibrillation (AF) is an irregular heartbeats and can be a risk factor for stroke. One way of detecting this is to simply take a patient's pulse. The surgeries plan to do this on patients when they are attending for flu vaccination and a leaflet has been prepared to explain this to patients. The group were asked for their feedback on the wording of this. Anyone with suggestions will e-mail Linda or leave a note for her at either surgery in the next few days.

8. Appointment cancellations

When an appointment is made, patients get two reminder texts if we have details of their mobile number. These texts give the option to respond to cancel the appointment if necessary. Increasingly, patients seem to be cancelling appointments, particularly for the nurses, with only a very short amount of notice. This means that the appointment cannot be re-booked by another patient and may be wasted. The members of the group were asked whether they had any suggestions to help educate patients on this.

9. Surgery Update

Linda told the members that a new Business Administration Apprentice started at The Valley this week. Her name is Helen and she will be with us for a year.

10. Feedback from Nottingham West CCG PRG Meetings

Glen and Sheila told the group that Vickie Bailey will be stepping down as accountable officer shortly.

There was a discussion about the value of the PRG meetings and the information discussed at them.

11. AOB

For the benefit of the new members, Mike summarised the recent events that the group had organised for patients. A sum of £177 is still remaining of the Lifestyle Fund and we have been allowed to keep this towards future events and campaigns.

12. Dates of Next Meetings

Monday 6th November 2017

Monday 8th January 2018

Monday 5th March 2018 AGM