Huntingdon Road Surgery Patient Participation Group

Minutes of the meeting held on Wednesday 4th December in Huntingdon Road Surgery

Attendees:

Bryan Willmore, David Faulkner, Ingrid Pryor, Lois Mears, AK. Bateman, Jill Brighton, Celia Lindsay (Chairperson), Jackie and Robert Sanders, Peter Teich, Kate Lawrance, Jackie Grimshaw (Secretary), Michael Woodisse.

Practice staff: Dr Peter Connan

1. Apologies: Yvonne Higgons, Jenny Knights, Richard Catchpole, Philip Noble, Pippa Temple, Jean Morrison, Maureen Cundy, Veronica Becko, Jacqueline Ellis, Daphne Thompson, Alison Pegrum, June Manwell.

Celia welcomed 2 new members to the group

1. Minutes of the last meeting: including the AGM minutes - agreed
2. Matters arising:
3. Data protection form are on the reception desk for patients to indicate if they agree to their medical information being shared in and out with health service providers beyond the surgery.
4. Toys and Magazines – this is a continuing issue, being addressed in the Huntingdon Road Surgery Survey. Once this has been processed and analysed a small group of Practice staff and PPG members will meet and plan how to take this forward.
5. Survey: Survey questionnaire is in all the waiting rooms. So far 125 have come in, mostly in paper form, approx. 25 have come from the website. The survey is to be extended by another week. Someone is going to be employed to process the questionnaires and put them all on a spread sheets, this will include patients written comments. The Core group will meet in January to discuss themes that have come out and agree an action plan for the coming year. When this is completed it will go on the website.

There was a general discussion on how to improve the awareness of the survey. Patients were encouraged to let friends and neighbours know there is a survey taking place.

1. Feedback from Cambridge and Peterborough Clinical Commissioning Group (CCG) Group – Older Peoples Services. Jackie reported back from a meeting including members of the public, patients, carers and partner agencies run by the CCG to hear from the patient group their experiences of older people using health services and how they access them around the county. The procurement process is for an organisation to run an integrated older people’s service. The CCG have narrowed the process down to 6 organisations and this will be reduced again before a final decision is made. There will be a 12 week period of public consultation and patients will be represented at every stage of the process. The CCG hope to have appointed an organisation or formal agreement between several organisations to run the service by July 2014.
2. Q and A – Dr Connan answered various questions asked by patients.
3. Cycle racks at Girton Surgery – this is being looked into by the practice, however space is an issue.
4. Surgery withholding their number on outgoing calls – again this will be looked into, however there is a concern about confidentiality in relation to the surgery team leaving a message at a patient residence on the answerphone.
5. Online appointments – it is coming over the next couple of months. Clinical staff will be putting appointment slots online, there will be a trial period and appointments maybe limited initially.
6. Poor communication between Addenbrookes and surgery and the surgery and Addenbrookes. The surgery are aware of this and suggest feedback to the Patient Liaison Group. Celia has already mentioned this at the Catch patient group. If a patient has a specific concern they could contact the Patient Experience Team, which replaces PALS, on 01223 725404.
7. Plan to have one receptionist on the front desk at Huntingdon Road Surgery and two administrators/receptionists in the back room to answer the telephones – recruitment is currently taking place and the phone lines are being redirected from the Girton surgery. Once these are in place the plan to start having one receptionist in the front desk could take place.
8. NAPP conference – Celia gave feedback to the group on topics considered at the conference This National Conference for Patient Participation groups took place in June 2013. It was very well organised with a high calibre of speakers. The theme was Primary Care in the Digital Age (see attached documents which gives more detailed information.
9. Activities for 2014 – Celia asked the group to share ideas of what activities/ information evenings they think it would be useful for PPG to organise. Feedback via PPG box or Website.
10. AOB –
11. A member of the group asked if there could be sanitisors (hand washes) put up in the waiting rooms.
12. Celia advised the meeting that the new 111 service had started on a “soft launch” basis and would be publicised more widely in the New Year. Calls should still be made to the surgery out of hours for automatic redirection. The initial feedback is that the service is working well. If anyone has any comments they would like passed on after using the service they can contact Celia in addition to their own GP.
13. Date of next meeting.

**PPG – Wednesday 26th February 2014 at Huntingdon Road Surgery from 6:30pm until 8:00pm**