

*The Jubilee Practice
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NOTES OF THE PATIENT PARTICIPATION GROUP (PPG)
Date: 2nd March 2016
Location: The Jubilee Practice

<p><u>1. Welcome and Introductions</u> The Chairman welcomed the group. Present were: Rachel Rowland (Practice Manager); Don Gifford (Chair), Maureen Whitehead, Thomas Whitehead, Joan Tracey, Maurice Tracey, David Croft.</p>	
<p><u>2. Notes of the last meeting</u> These were verified by the group as an accurate record of the meeting.</p>	
<p><u>3. News from the Practice</u> There was no news from the Practice which would not be discussed in other items.</p> <p>The Practice had received 4 responses from the Friends and Family Test in February 2016. All responses stated that the patient would be 'extremely likely' to recommend the Practice</p>	
<p><u>4. Update on Practice Accommodation</u> Rachel informed the group that we had received an email from the Ivy Medical Group with some comments and questions around our proposal for the building. Dr Hatton had reviewed these comments and responded to them. Dr Hatton has also requested that another meeting be arranged as soon as possible between both practices so discussion can continue further and we are awaiting proposed dates from the Ivy Medical Group.</p>	
<p><u>5. GP Patient Survey</u> As part of NNE CCG's efforts to try to improve Primary Care Access and in order to reduce the number of Emergency Admissions, they have asked each Practice to review their National GP patient Survey Results to see if there are any areas where we can improve access to our services.</p> <p>Rachel handed a document to members of the Group which she had put together. The aim of the document was provide the PPG a with some of the responses to questions so that these could be further discussed to see if there are any areas where it is felt that an improvement in satisfaction could be made and how this could be done.</p> <p>After reviewing the responses in the document, the Group recommended:-</p> <ul style="list-style-type: none"> • The Practice to review the telephone system, when they able to, so that patients are provided with easier access to the practice by telephone • Encourage patients to respond to the National GP survey so that the responses received are higher and therefore reflect more patients' views. • Target known regular attenders at the Practice to join the PPG in order to help give feedback on practice processes so that improvements can be made and therefore increase patient satisfaction • The Receptionists to continue to give a helpful and informative service so that patients continue to have a satisfactory experience of booking appointments and therefore effect how patients may view the overall experience of booking appointments. <p>Rachel then handed the Group another document which aimed to give the PPG information about the places patients attend during the core hours of the practice and also Out of Hours, as there is a connection between Primary Care Access and impact on external factors such as 111 activity, A&E attendances during core hours and Urgent Care Attendances. The document aimed to help the PPG to discuss if there was anything the Practice could do to further reduce unnecessary activity, it also detailed what the Practice has already got in</p>	

<p>place to reduce unnecessary activity in and out of core hours.</p> <p>The Practice already signpost to services in and out of core hours by:-</p> <ul style="list-style-type: none"> - Providing information about what to do out of hours in the patient leaflet which is available to all new patients and current patients - Posters in the waiting room to inform patients of what services are available. - A direct link via our telephone line to 111 service - Provides emergency appointments each day and also the availability of an Advanced Practitioners 3 mornings per week to deal with Minor Illnesses. - Chronic Disease patients are provided with information about where they should attend and what to do if they have an exacerbation of their illness. - Information is included on our website to signpost patients to the most appropriate service <p>After discussion with the PPG, the recommendations made to further improve signposting to services in and out of hours were:-</p> <ul style="list-style-type: none"> - Develop in conjunction with the PPG a more focused services signposting leaflet for in and out of hours care. - Provide signposting information which is clearer and stands out more on our website - Continue to provide care plans to chronic disease patients - Add in signposting to services information in the next Patient Newsletter. - Practice to look at setting up and using social media to raise awareness of available services - Practice to look at developing a letter to send to patients who have inappropriately attended a service and give them advice about where they could attend for a similar condition in the future. - More signposting to 111 services for out of hours care where it is not a life threatening emergency. 	
<p><u>6. Focus and Ideas for the PPG</u></p> <p>Following the discussion about the GP survey the PPG discussed creating an Emergency Care Leaflet to advise patients about what services there are available in and out of hours. It was agreed to discuss this further at the next meeting.</p>	
<p><u>8. Any other business</u></p> <p>In the absence of any other business the meeting closed.</p>	
<p><u>9. Date of the Next Meeting</u></p> <p>The date of the next meeting is 25th April 2016 at 10.30am at The Jubilee Practice</p>	