



Minutes: Patient Participation Group (PPG)

Wednesday 7th March 2012

7.00pm – 8.45pm @ Speedwell Surgery

Apologies

Mr Joseph Haigh, (Patient) Mr Imram Saleem (Patient)

Those in attendance

Mr John Bostock (Chair, patient), Susan Lewis (Minute taker, Practice Manager Speedwell Surgery), Dr B K Jindal (Facilitator and Senior Executive Partner Speedwell Surgery), Dr S Nazir(GP Partner Speedwell Surgery), Ms Dee Haigh (Patient), Mr Graham Purnell (Patient) Anum Saleem , (Patient)

Aims and Objectives

It was felt the fundamental aim of the group was to establish a patient participation group that represents the views of the patients from the practice and its community, which would eventually be run by the patient group on behalf of the practice.

The election of the Chair was discussed and it was agreed to select a patient . Mr John Bostock was nominated by Mr Purnell and seconded by Mrs Haigh, the remaining members agreed. Mr Bostock accepted and the chair was handed over.

It was agreed that the patient group would feedback both positives and negatives , to the surgery on relevant information, such as patient opinions, ideas and suggestions, which will help enhance/improve the quality of the service already provided by the surgery. The surgery is more than happy to provide real data to help the group report back on informed information if needed, such as the demographics of the surgery or chronic disease statistics

The group felt that at times confidential information (practice level, not individual) would have to be shared. Dr Jindal emphasised on the importance of confidentiality. This was understood and agreed.

Welcome and Introductions

Each individual group member introduced themselves to the rest of the group with a brief introduction of their background both personally and professionally. It was noted the members had connections already within the local community such as Paddock Community Forum, Longwood Village Group, Longwood Sing, Public Health, Huddersfield Commissioning Group, and the local bowling club. The ages ranged from youngest 20 to the eldest member 76. The patients had established a good knowledge of both surgeries with 4 of the member being patients at the surgery for over 20 years. The two GP's old and new, to the practice, one having over 20 years serving the community and the other 3 years, both GP's and Practice Manager living locally most of their lives having a good insight into the needs of the population both at Paddock and Longwood

What do we want from this meeting?

The principle is to establish a representative group who can effectively work, report back and improve services for the local population and understand the surgeries systems and processes and challenge and test these to improve efficiency and patient/ surgery satisfaction, Having a good organisation which can help identify the needs of the patient. We want opinions from the patient's perspective, which the surgery cannot give.

What do we want from a PPG?

The practice has a process in place at the moment whereby each day, all members have a "daily feedback diary" in which they record incidents which have occurred that day, these experiences can be good or bad. All these recordings are then discussed in the relevant practice meetings to try and improve our systems and processes. One example given was a patient may ring the surgery 4 times before their prescription is ready, instead of just ringing the once.

It was felt we would bring some of these experiences to the Patient Participation Group to help them understand our failings and frustrations and be able to help us find better solutions/ processes or systems which makes the journey for the patient seamless.

Dr Nazir expressed we may want their advice on future ideas that the surgery wants to progress with such as developing a website and what opportunities this could bring

What don't we want from a PPG?

Dr Jindal expressed he had concerns about our reputation and that he didn't want the minority of disgruntled patients bringing the reputation of the practice down, and he felt at times those that shouted the loudest got what they wanted, it is the silent majority we want to reach out to, which the Patient Participation Group may be able to help through focus groups etc outside this meeting.

A discussion ensued about the noise in reception with children and adult behaviour and It was agreed we would put up a notice in reception about having consideration for others in the surgery and to remain respectful.

S Lewis to action

Being Representative

As discussed in the introduction the Group is representative of our population through having connections into other local groups. Susan Lewis and Dr Nazir are still actively seeking a few more members as they feel the number attended tonight was a little low.

The group discussed the possibility of having a virtual group for those who felt a meeting environment intimidating or not for them.

Action: Virtual Website - The practice would look into developing this when the website was up and running?

Patient Questionnaire

Two different sample questionnaires were presented to the group and Dr Jindal explained our intentions with the time scale and proposal for these questionnaires. The group reviewed them both and they felt one was too involved with over 42 questions to answer. The second questionnaire was liked, but it was felt by Mrs D Haigh the questions were not easy to understand.

It was agreed Mrs D Haigh would re-design the questionnaire, Susan Lewis would make the necessary amendments and then circulate to all the members for approval, once approved this would be taken back to the surgery for all the partners at Speedwell to approve and then this would be distributed out to patients, which would then give us, up to date data real data on patient's opinions. From which an action plan can be drawn up and then discussed at our next patient participation meeting.

Next Steps

- It was agreed our **next meeting** would be **Wednesday 2nd May at 7pm**
- To review the outcome of the questionnaire
- To bring a sample of "incidents" for discussion
- The practice to recruit more members
- Members to email Susan Lewis with any agenda items for the next meeting

The meeting concluded at 8.45pm

Dr Jindal thanked everyone for attending