

**Walderslade Patient Participation Group
Minutes of Meeting 18th February 2014**

Present:

Rev Dennison (Chairperson)
Christopher Corker
Elizabeth Knight
Jean Gibb
Cynthia Shaw
Linda Bond
Kevin Doyle
Philippa Law
Freddie Dilgadillo-Ponce
Maria Nascimento
Dr Farmer
Jayne Hackleton – Practice Manager
Pat Gregory – Reception Manager

Apologies:

Richard Welburn
Abigail Wheatley
Julie Sabin
Jane Love
Susan Donnelly
Steve Hanstock

1.	Apologies – see above
2.	Patient questionnaire <i>(Copy of results attached)</i> The results of the patient questionnaire were presented to the group. Group members raised concerns about the lack of patients taking part in the survey and commented that perhaps the results are not representative of the practice population. We discussed ways to improve patient uptake of future surveys. It was suggested that patients can sometimes feel vulnerable when giving honest answers and can be reluctant to complete questionnaires in fear of being blacklisted. Members of the group volunteered to meet and greet patients, present them with the questionnaire, ask the questions and help patients interpret them and encourage honest, informative answers. A suggestion received by a member of the group who was not present at the meeting was to use the Jayex board, on this occasion the board had not been used to encourage patients to partake. It was acknowledged that better advertising could help with patient awareness of current activities in practice. One of the questions in the survey related to the Automated Check-in facility in the waiting room. A member of the group commented that using this machine can be quite irritating when checking in and it displays '0 waiting time' when in fact patients end up having to wait 20 minutes or so for the doctor. The functionality of the machine was explained. The time is only current at the point of checking in; unfortunately if the doctor subsequently gets delayed there is no way of alerting the patient. <i>See separate report regarding survey findings and action plan.</i>

3.	<p>Publicity re medical record sharing</p> <p>The members discussed the current Care.Data campaign. This is a national campaign where GP practices across England will be required to supply patients' medical information, on a regular and continuous basis, to the Health and Social Care Information Centre (HSCIC) for data to be stored on a central database. Concerns were raised by both members of the group and representatives from the Practice regarding the lack of publicity and the short timeframe by which patients have the opportunity to register their decision whether or not to opt out. When members were questioned it became apparent that not everyone had received a copy of the information leaflet, this is the government circular which is supposed to be dropped through every letterbox. Members expressed concerns about the lack of information given to patients to enable them to make an informed decision and asked what action the Practice would be taking. Dr Farmer, who had recently attended a conference where this topic was discussed, passed on his knowledge of the campaign. He also stated GPs are not in a position to advise patients on their decision whether or not to allow their records to be shared, it is a matter of personal choice.</p> <p>The practice is currently publicising this campaign via the following methods:</p> <ul style="list-style-type: none"> • Dedicated notice boards in waiting areas • Posters in entrance lobby • Practice website • Jayex board • Prescriptions <p>Members of the group offered to spend time at the practice, sit with patients to share their knowledge of the campaign and explain the consent process.</p> <p>Sharing your data with the NHS - Health records - NHS Choices</p>
4.	<p>Practice Leaflet</p> <p>Cynthia Shaw presented a practice leaflet she had picked up during a visit to another surgery. She asked if the practice would consider developing something of similar standard.</p> <p>The members were informed that the practice do have a leaflet which is produced in-house. Due to financial constraints we do not have it published by external providers. This is due to the frequent changes in practice which would result in high printing costs. However we did agree to look at this at some point in the future.</p>
5.	<p>Test results – grumbles from patients</p> <p>Cynthia Shaw passed on comments she has heard from patients about receiving test results. Apparently some patients are uncertain of the procedure. Dr Farmer explained that this is dependant on what test is being carried out and for what purpose. He agreed to feedback to the partners & nurses at the next practice meeting. He will ask for the nurse/GP to make it clear to the patient what the process will be for obtaining results when tests have been requested.</p>
6.	<p>Personalised requests</p> <p>Cynthia Shaw asked if the practice has any interest in privatising some of the work i.e. general health medicals as per BUPA etc. Dr Farmer's response was the practice has no intention or desire to pursue this type of work.</p>
7.	<p>AOB</p> <p>Frequency of PPG meetings Due to the departure of Jayne Bond May 2013 and delay in replacement, there was</p>

	a lack of meetings throughout 2013/14. We discussed the frequency of future PPG meetings and agreed that 3 per year would be sufficient unless any pressing issues need to be brought forward.
	Date & time of next meeting: May 2014 – Jayne to circulate suggested dates/times.