

**Walderslade Patient Participation Group
Minutes of Meeting 8 December 2016**

Present:

Cynthia Shaw (Chair)
 Linda Bond
 Margaret Dennison
 Teresa Rowland
 Barry McGowan
 Jean Gibb
 Phillipa Law
 Iris Higginbottom
 Barbara Sabin
 Julie Sabin
 Anne Garton
 Morris Charles
 Heather Sherratt – Making Space Dementia Carers Outreach Support Service
 Janet Hall – Making Space Carer Support Service – Mental Health
 Dr Farmer Walderslade Surgery GP
 Pat Gregory – Walderslade Surgery Patients Liaison / Communications Manager
 Jayne Hackleton, Walderslade Surgery Practice Manager
 Karen Gallagher, Walderslade Surgery Administrator

1.	<p>Apologies: C. Corker, V. Beaumont, J. Pollitt, J. Love, A. Buxton</p>
2.	<p>1. CS welcomed all to the meeting and introduced new members Teresa Rowland, Morris Charles and Anne Garton.</p> <p>2. Presentation by support workers from Barnsley Making Space Carer Support Services: Heather Sherratt – Making Space Dementia Carers service supports people who care for a family member or friend with symptoms of memory loss or dementia. The service can provide information, help and guidance with 1:1 support if required. They will accept referrals from the Memory Team and self-referrals. The service is for people who have a Barnsley postcode. However, the service will use its discretion for those who live just outside the Barnsley boundary.</p> <p>BMBC funding for the service began on 1 August 2015 and is in place until 2017. There is the possibility of funding for a further year. HS provided leaflets with information about Making Space and contact details. These leaflets are currently available in the surgery.</p> <p>Janet Hall – Making Space also provides facilities and support for people with a range of mental health conditions, however, support workers can also provide a service for people who care for those with mental health conditions. They can provide useful, personalised advice and guidance. The person the carer cares for must be a client of the mental health team. In addition to support and signposting they also have a walking group (starting in the New Year) as well as a carers garden. The garden is located at Barnsley Metrodome Leisure complex and is open between 10am and 4pm. Carers have the opportunity to take a break from caring and talk to other carers and support workers.</p> <p>JH provided leaflets with information and contact details. These leaflets are currently available in the surgery.</p>

	<p>JH would like help to identify carers and asked if clinicians could ask patients they think might be and, if appropriate, signpost them to the support service.</p> <p>For information, SH and JH also circulated a leaflet about the services offered by Barnsley Therapies for Anxiety, Depression and Stress (TADS). TADS provide holistic support to anyone suffering from these conditions by providing complementary therapies. Eligible patients will receive three free therapies, where after there will be a small charge.</p>
3.	<p>Matters Arising from previous meeting held 8 September 2016:</p> <ol style="list-style-type: none"> 1. Previous minutes agreed as a true record. 2. Item 5.1 – a poster to reiterate the availability of assistance for patients by staff members is displayed in reception and was promoted in the November newsletter. 3. Item 12.4 – clarification of eligibility for pneumococcal vaccination was included in the November newsletter.
4.	<p>Parking Issues, High Croft:</p> <ol style="list-style-type: none"> 1. CS confirmed that the process to provide a Traffic Regulation Order (TRO) to implement permanent parking restrictions at High Croft had been approved by the local highways authority. The advertising and consultation process ended on the 7 December 2016 and no objections to the proposal were received. The statutory process to implement the order will proceed and double yellow lines will be installed on both sides of the highway. <p>CS advised that developer, Resilienti, working with Barnsley Council to bring about the redevelopment of Hoyland town, had agreed to fund the estimated £5,000 to implement the TRO. Kerrie Whiteley, managing director of Lincolnshire-based Resilienti had spoken to CS and advised that they would be happy to help with any other issues if they are able to.</p> <p>The implementation of parking restrictions is great news and an excellent result; congratulations and thanks to the PPG who pursued the issue. The practice partners and management team would like to thank the PPG for their support and determination in achieving this outcome.</p> <p>CS has already visited residents of properties on High Croft to convey the good news. The residents are also delighted with the outcome.</p>
5.	<p>DNA Appointment (Did Not Attend) Numbers and Feedback from Patients:</p> <ol style="list-style-type: none"> 1. PG advised that there has been no real improvement in lowering DNA numbers. Every week approximately 50 patients do not attend for their booked appointment and fail to inform the surgery. PG advised that many DNA patients were regular defaulters. <p>An A4 size sign is displayed on the surgery reception desk. It is updated daily with the previous days DNA figure. When patients complain that they cannot get an appointment, the receptionist will point out the DNA figure for the previous day and advise that the figure for today is likely to be the same; it is an appointment someone else could have had.</p>

IH commented that when asked as part of the recent patient survey, many who responded were appalled at the high number of defaulters and were keen to suggest ways to potentially tackle the problem (refer to item 7).

A short discussion followed with the following suggestions from the group members:

- a. Should a member of the PPG speak directly to the patient who did not attend? – *No, it was agreed that this would breach patient confidentiality.*
- b. Patients who persistently fail to attend should be made to wait in the waiting room for an appointment at the end of either morning or afternoon surgeries. - *The practice cannot be seen to be punishing a patient; we have to be careful of complaints of unfair treatment. However, JH suggested that these patients are initially only given a telephone consultation appointment with the GP 'On Call'. This will put the onus back on the patient to wait for a call and could save an appointment slot from a potential DNA.*
- c. Remove the facility for persistent DNA patients to use the automated appointment booking service, forcing them to call and speak to a member of reception team. – *Unfortunately the automated telephone service cannot be set to exclude a patient from booking an appointment. However a restriction on the number of appointments a patient can book online can and is applied; this is 3 appointments.*
- d. Fine patients for a missed appointment; some dentists impose a fine; why not GPs? – *Fining patients raises issues in terms of the practice managing the collection of money and for financially challenged patients being unable to pay.*
- e. RTF raised concerns about a child or vulnerable adult not attending a booked appointment. This would likely be because of a parent or guardian's decision not to bring them and raises safeguarding issues. – *The practice staff need to be vigilant in monitoring appointments missed and escalate details appropriately where children and vulnerable adults are involved.*

A member of the group commented that overall the percentage of DNA patients is small and we (the practice and PPG) will have to accept that many patients who default will continue to do this no matter what actions are imposed. Missed appointments are endemic across all NHS service areas and, sadly, it seems that many patients who persistently default generally don't care.

JH commented that feedback from the recent patient survey about DNA's will be promoted in the January newsletter along with other results. PG added that the survey had been very useful in highlighting the high number of DNA's to all patients and visitors to the surgery.

PG will continue to monitor and contact DNA's patients for feedback.

6. Community Information:

1. PG thanked CS who attended the Rockingham and Hoyland Ward Alliance Sloppy Slipper event which took place in October. 500 pairs of slippers were

	<p>given away at the event which was a success as feedback was very positive. PG will ask Walderslade patients who received slippers for their feedback.</p> <p>2. PG advised that Ward Alliance funding for 2016/17 projects has now ended. One of the target areas for 2017/18 funding will be dementia and dementia support.</p> <p>PG can take forward any ideas the PPG might have for improvement projects or events which will benefit the wider community. CS praised PG for her efforts in promoting community services.</p> <p>3. Barnsley Hospice Day Service – PG wanted to promote this new service which is available to patients, their families and carers and can be accessed before patients become too ill. KG to include in the newsletter.</p> <p>4. CS commented that she had recently attended a Macmillan Cancer support event and suggested that it might be beneficial for the PPG and Walderslade staff to invite a representative to the next meeting to provide information about the range of services they can offer. The PPG agreed that Paula Lawson from Macmillan Cancer Information and Support Service should be invited. PG to action.</p>
7.	<p>Patients Survey Outcome:</p> <p>1. JH thanked Iris Higginbottom and Cynthia Shaw for carrying out the patient survey during the week of 7th November; Monday – Friday, 9am to noon (except Wednesday 9 November). Feedback was excellent and the information gained will be used to improve services at the surgery.</p> <p>CS added that she found most patients appreciated the chance to feedback and wanted to comment.</p> <p>Feedback could not be collated into statistics as the questions were open and responses were the opinion of the patient. However, in summary the following responses were highlighted:</p> <p>1) <i>How do you find the reception area?</i> Reception area is not private enough. Patient / receptionist conversations can be overheard; not ideal for patient confidentiality.</p> <p>2) <i>Do you feel it easy to approach reception staff with your concerns?</i> Overall, yes.</p> <p>3) <i>Do you feel confident when visiting nurses and healthcare staff?</i> Overall, yes.</p> <p>4) <i>Are you able to arrange to see the doctor of your choice?</i> A number of responders commented that they sometimes had to wait to see the GP of their choice.</p> <p>5) <i>Do you ever think that to see another doctor might give you another opinion of your problem?</i> Many responded that there was no need as they had every confidence in the GPs.</p> <p>6) <i>What do you think about patients who do not attend their appointment?</i> All patients were appalled at the high number of appointments missed and the fact that defaulters did not cancel.</p>

	<p>7) <i>Do you feel the newsletter is helpful? What changes would you like to see?</i> Generally good for information. Some patients were not aware of it, in which case CS and IH provided an update and advised that hard copies were always available in the surgery. The newsletter also can be found electronically on the surgery website and patients could contribute to the newsletter if they wished to.</p> <p>8) <i>Do you use the practice website? What for? What would you like to see on there?</i> Not many who responded were aware of the surgery website and the information available on it.</p> <p>9) <i>Are you registered for online services? If no, what has prevented you from signing up?</i> Not all patients were aware of online services. However those who used it thought it was good.</p> <p>10) <i>Do you know we have a text messaging/reminder service – are you signed up for this? If no, why not?</i> Many patients who responded were already signed up for messaging and thought that the service was excellent for appointment reminders.</p> <p>11) <i>If you could make one suggestion that would improve your overall experience of Walderslade Surgery what would it be?</i> Drinks machine in reception area. Music played. Dancing girls!</p> <p>2. A member of the group asked if feedback to patient responses as well as any resulting actions could be promoted in the surgery as a ‘You asked, we did’ exercise. JH agreed that this would be done both in the surgery and via the newsletter. JH to action.</p> <p>3. A member of the group asked if completion of the patient survey / questionnaire was an annual occurrence. JH confirmed that it was.</p> <p>4. Corkill Award for the National Association for Patient Participation (NAPP); PPG of the year - A member of the group understood that a PPG in a Rotherham GP practice had recently been nominated and won the award. After a short discussion it was agreed that the Walderslade PPG would be interested in potentially applying for the award particularly following the success of the traffic TRO for High Croft.</p> <p>Post meeting: It should be noted that in order to apply for an award, the PPG must be an affiliated member of NAPP. Walderslade PPG is not currently a member. It is proposed that this item should be discussed at the next PPG meeting.</p> <p>For information the Award is made annually and is a cash payment of £500 to the successful PPG and a plaque or framed photograph of the presentation for display within the winning practice. The prize money can be used in any way that the PPG chooses. The winning group will be invited to write a piece for the NAPP newsletter and to speak at a future NAPP Seminar.</p>
8.	<p>AOB:</p> <p>1. A member of the group expressed concern about the closure of A&E departments and recent press coverage reporting that this is being done without consultation with GPs and patients.</p> <p>RTF answered that this is effectively about the reorganisation of services to</p>

provide better facilities in the safest way.

RTF referred to the South Yorkshire and Bassetlaw Sustainability and Transformation Plan (STP). The plan sets out the vision, ambitions and priorities for the future of health and care in the region and is the result of discussions across the STP partnership, including with patient representative groups and the voluntary sector.

RTF commented on the plan and two main changes to services that will affect Barnsley and Rotherham patients. Stroke services will go to Doncaster, Sheffield or Wakefield due to the small numbers treated in Barnsley. Certain children's services from BDGH will go to Sheffield Children's Hospital but planned day case surgery for children at BDGH will continue.

The STP is out for public consultation between December 2016 and March 2017. Please note that certain consultation documents with surveys close on 20th January 2017. Link to STP - <http://www.smybndccgs.nhs.uk/what-we-do/stp>

2. Support for Armed Forces community - A member of the group highlighted the Royal British Legion 'Poppy' break service available to those serving or ex-service and / or their dependents who are in genuine need of a break. The Legion's break centre for the Yorkshire region is located at Alderson House in Bridlington. To apply or for information contact the local legion office or call 0808 802 8080. If appropriate, it was asked if this information could be promoted in the surgery or via newsletter. **PG / KG to action.**
3. Internal Surgery Doors - A member of the group expressed concern about the loud bang created by doors slamming closed and could the noise be reduced as it was annoying for anyone sat in the first floor waiting room? The group agreed that many doors in the building 'banged' closed. In response RTF advised that the doors were all fire doors and it is essential that they close quickly to compartmentalise the building in case of an emergency situation. Certain doors are to staff only areas and need to close quickly for security reasons. Unfortunately the banging is unavoidable.

Post meeting: for information the fire doors which are usually propped open throughout areas of the building are noise sensitive to the fire alarm sounder. The door magnets at the bottom of the doors will release to close upon activation of the audible alarm. Consequently these doors can be left open during surgery hours.

4. Barnsley GP Patient Reference Group Survey 2016 - A member of the group asked if the Walderslade PPG had returned the online survey aimed at GP Practice Managers and Patient Reference Group chairperson. CS replied that it was completed and returned by her and JH in September 2016 as requested.
5. CS wished everyone a Merry Christmas and Happy New Year and closed the meeting.

9. **Next meeting:**

1. Thursday 30th March, 2017, 2pm, at Walderslade Surgery.