

KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)
Notes 28 September 2017

Patients in Attendance:

[REDACTED] [REDACTED] [REDACTED]

Practice Staff: Heather Simpson, Practice Manager & Emily Smith, Operations Support Manager

Apologies: [REDACTED]

NOTES FROM MAY 2017 MEETING

The notes of the last meeting were reviewed and approved for accuracy. It was noted that the July meeting had been cancelled

Heather confirmed that the practice had taken advice from the indemnity provider regarding the new telephone message prior to implementation. Members felt that the messages were clear and commented that the message lasted 97 seconds.

CALDERDALE HEALTH FORUM

Heather discussed the minutes of the 12 September 2017 meeting. Members who attended the meeting said they felt well informed about the discussions that took place on access and appointments.

Following a long discussion about the progress of the Forum since starting a few years ago, members concluded that the meetings were now more productive even though they felt that some of their suggestions had not been taken on board, particularly relating to future discussion topics.

[REDACTED] volunteered to start attending the Forum along with existing representatives. It was noted that the next meeting would be held on 12 December and that the venue had changed to the Elsie Whiteley Centre.

Under this agenda item, members in attendance confirmed that they had not attended the Travel & Transport Reference Group on 19 June 2017.

“YOUR SPACE” (HEALTH FORUM AGENDA ITEMS IDEAS)

No new items were raised.

FRAILITY

As part of the new 2017/18 contract, clinicians were identifying patients who were severely frail and offering them an opportunity to share an enriched Summary Care Record (SCR) from 1 October. As the practice had been unable to find suitable training materials as well as being unable to use test patient records for this, volunteers were sought. 6 members of the Group volunteered their record to be used as a training opportunity for the clinicians. Heather thanked them for this and confirmed that they would be contacted in due course to arrange 1-2-1 time with a clinician (see table below).

FLU CLINICS

The practice was holding flu clinics on Saturday 30 September and 14 October. Members of the Group volunteered to support the practices during these clinics. Heather demonstrated the new Blood Pressure/BMI measuring machine in the waiting room, explaining the benefits to patients and the practice in helping to reduce the need to attend some appointment. The BP machine would be promoted at the clinic together with encouraging patients to sign up for online services.

ONLINE SERVICES

The practice was keen to open up access to patient records online however felt it prudent to test this beforehand. Again members of the Group volunteered access to their record to support the practice in the testing. Heather would make contact with the volunteers detailed below however due to the overwhelming support it was noted that not all members may be needed.

NAME	Enriched SCR	Online
[REDACTED]	Yes	X
[REDACTED]	Yes	Yes
[REDACTED]	Yes	Yes
[REDACTED]	Yes	Yes

NAME	Enriched SCR	Online
	Yes	Yes
	Yes	Yes
	X	Yes

PATIENT SURVEY 2016

Following the analysis shared at the last meeting, the practice had met to discuss the results and made the following changes.

Area	You Said	We Did
Speaking to a GP or nurse	Delays discussing travel vaccinations	<ul style="list-style-type: none"> Protected time for Nurse Janet to deal with these
	Difficult to speak to a GP when I want to	<ul style="list-style-type: none"> Updated the practice leaflet to explain why GPs cannot be interrupted during clinic
Answering Calls Quickly	Waiting too long on the phone	<ul style="list-style-type: none"> Installed a new telephone system to allow call monitoring and recording. New Service Advisor personnel since survey taken
Uptake of Online Services	Unclear of process to reset password	<ul style="list-style-type: none"> Guidance added to the practice website www.kingcrosssurgery.co.uk
	Those who use it, love it, promotion is needed	<ul style="list-style-type: none"> Promotion of online service in the practice, on the website and in flu clinics
Booking Appointments	Waiting too long for appointments or not available in advance	<ul style="list-style-type: none"> Appointments to be made available at least 28 days in advance Urgent nurse appointment added to deal with ad-hoc dressing requests Writing/SMS to patients who fail to attend Targeted letters to patients who waste longer appointments

Overall members were happy with the changes made and pleased with the proactive response to the survey by the practice.

IMPROVED ACCESS TO GP SERVICES SURVEY

Heather shared the survey with members and all members kept a copy of the Improved Access to GP Services questionnaire to complete and return to the CCG. The survey would be made available at the Flu Clinics for patient to complete.

ENGAGEMENT WITH PATIENTS AGED 16-24 Events in 2017

Due to circumstances beyond anyone's control, this agenda item had not progressed. It was agreed that this would be picked up again in 2018.

Heather updated members on a newly commissioned service to support patients aged 14-24 with mental health issues called Kooth. It was a totally confidential online counselling service that could be accessed at <https://kooth.com/>.

FRIENDS & FAMILY TEST RESPONSES (May - August 2017)

Heather shared the statistics for the 4 months which confirmed that 94.5% of patients would recommend the surgery to their friends or family. This figure had increased from March/April by 1%. Verbatim comments were also reviewed. Members mirrored these positive results with their own experiences.

ANY OTHER BUSINESS

There were no items raised under this agenda item.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 23 November 2017 at 4pm