

Minutes of Sidney House and the Laurels Surgeries

Patient Participation Group Meeting

Held at the Laurels Surgery, Boreham, 18 Sept 2014 at 1900hrs.

Present: Dr S Butcher (Partner), Nigel Tye (Practice Manager/Secretary), Claire French (Chair/Patient), Natalie Georgiou (Patient), Ray White (Patient), Bob Farrell (Patient), Barbara Carr (Patient)

1. Apologies

Apologies were received from Angela Boyten (Patient), John Galley (Patient) and Ellen Trigwell (Patient)

2. Minutes of the Last Meeting

Minutes were agreed.

3. Recruitment (NT)

NT firstly welcomed the new members to the committee. Mr Bob Farrell and Mrs Barbara Carr introduced themselves to the group.

NT updated on the recruitment evening which was extremely poorly attended. Only 4 people of the invited 48 attended. The meeting however went very well and the people who attended were very keen to fully join the committee and were approved by existing members.

Many thanks to Angela Boyten for the use of her excellent facilities to host the evening, also a huge thank you to Jill Warn for taking her time to come and present reference the Virtual group.

4. Virtual Group (NT)

NT requested permission from the committee to invite the non meeting attending candidates to join the virtual group. Authority was granted and NT will now liaise with Jill Warn to set up the group and keep committee members fully informed throughout.

5. CCG/NHS England updates (SB)

SB instructed the group on the current financial constraints that are being placed on surgeries through contractual changes. SB also explained our surgeries current position of fighting for our PMS contract which is under review again. An open discussion was held as to possible constraints that may be placed upon the surgery in the future but at present nothing has changed and the committee will be kept fully informed in the future.

SB/NT explained the new Friends & Family test (FFT) that is being contractually enforced by NHS England. The new test will supersede the current Patient Survey run by the PPG and will commence in Dec 14. The test will involve asking patient one simple question "How likely are you to recommend our GP practice to friends and family if they needed similar care

or treatment?" The responses are The responses are: 'Extremely likely'; 'Likely'; 'Neither likely nor unlikely'; 'Unlikely'; 'Extremely unlikely'; or 'Don't know'.

This is to be followed up by another question which will elicit a written response such as "can you please explain your response to Q1". These results will be sent to NHSE monthly who will publish results on the NHS choices website. These results will be of great importance to the PPG and the surgery will seek their assistance throughout.

6. AOB

- **Practice Notice Boards (RW)**

RW stated that from a Patient experience the notice boards at Boreham were "a shambles" and so muddled the Patients cannot distinguish any message trying to be conveyed. He excellently suggested that categorising boards into relevant subject would be more useful and appreciated by Patients. SB/NT agreed and will look into this and report back at the next meeting. A Board for the PPG committee was also suggested in increase their access to the patients whom might not be aware of their existence.

- **Waiting room survey (BF)**

BF suggested he would like to take the opportunity to occasionally take time to sit in the waiting room for a morning and introduce himself and the PPG group to patients by way of an informal chat with a few poignant questions to gauge their surgery experience. All present thought this was an excellent idea and will support him by offering possible relevant questions to engage the patients. SB/NT authorised and await possible dates to inform staff this would be happening.

- **Saturday morning Clinics (NG)**

NG wished to thank the surgery for the said clinics and as a working mother found them extremely helpful.

- **Chair Update (CF)**

CF updated the group on her extended role within the CCG as the Chelmsford PPG rep. She informed the group of a new area Patient engagement meeting that is due to take place in Oct 14. She also updated on a new Carers group being established and supported by the CCG.

7. Date of next meeting

The 15 Jan 2015 at The Laurels surgery @ 1900hrs.

Meeting Closed 2045hrs