

TWO RIVERS MEDICAL CENTRE, IPSWICH PATIENT PARTICIPATION GROUP (PPG)

Minutes of the AGM held on Tuesday September 3rd 2018
at TRMC at 7pm

Present:

Anne Walker (AW), Jo Hutchinson (JH), Sue Hayes (SH), Jenny Pickering (JP), Jean Garnham (JG), Pippa Sheldrake (PS), Angela Harvey (AH), Laurence Collins (LC), Rachel Helliard (RH)
Dr K. Smith(KS), Jess Gaskell (JessG)

Presentation by Activlives

Lindsay Bennett and Danny Thorrington from Activlives gave a very informative and inspirational overview of the work done by their charity, and how they could help the TRMC with its proposal to increase social prescribing. AW thanked them on behalf of the group.

1. Apologies:

Bernadette Smith, Dr Knight, Dr Zahra and Dr Skrinchuk

2. Minutes of meeting held on July 3rd 2018

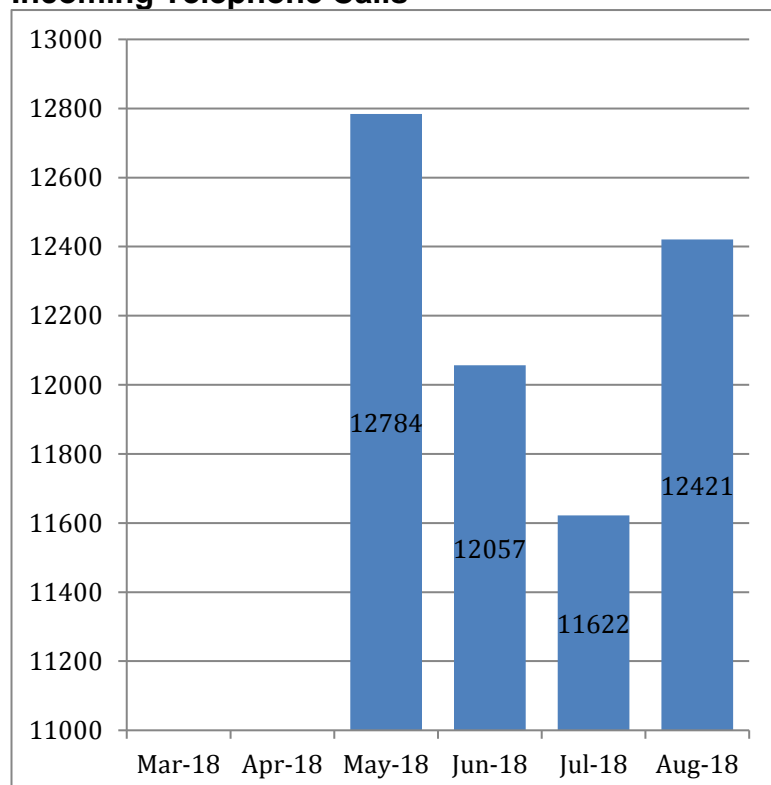
These were signed as correct by AW.

3. Matters Arising, not covered by the Agenda

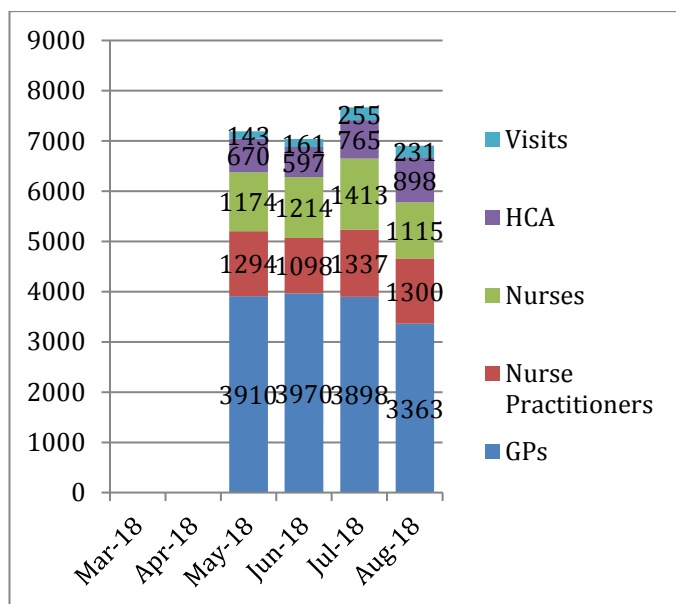
- Photo board. No apparent progress.
- Blood tests at the Riverside clinic. JH reported that patients arriving for blood tests will now be reporting to the main reception and waiting in the main reception until called through for their blood test. This should improve confidentiality and comfort for the patients.

4. Practice report. Rachel Helliard

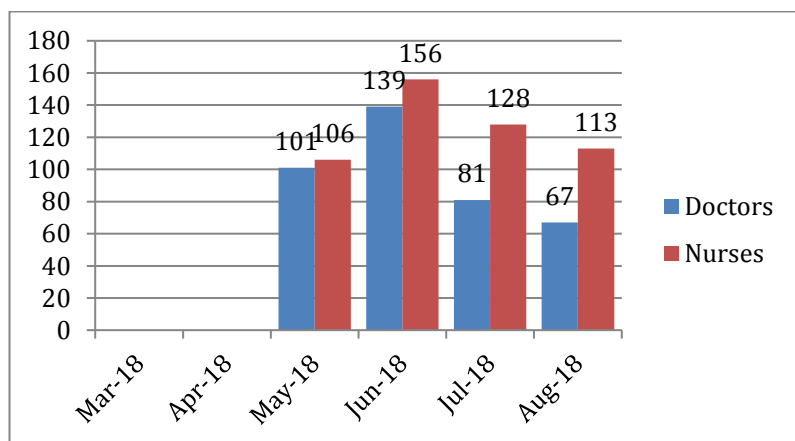
Incoming Telephone Calls



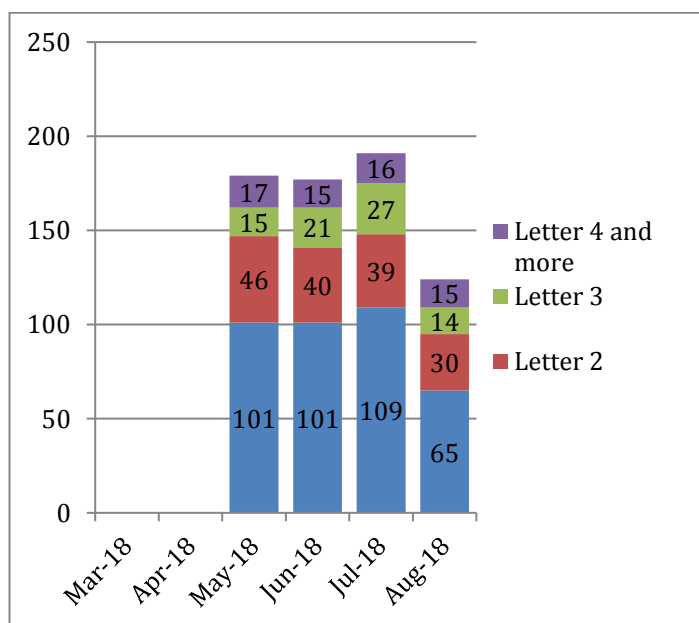
Appointments



DNA Appointments

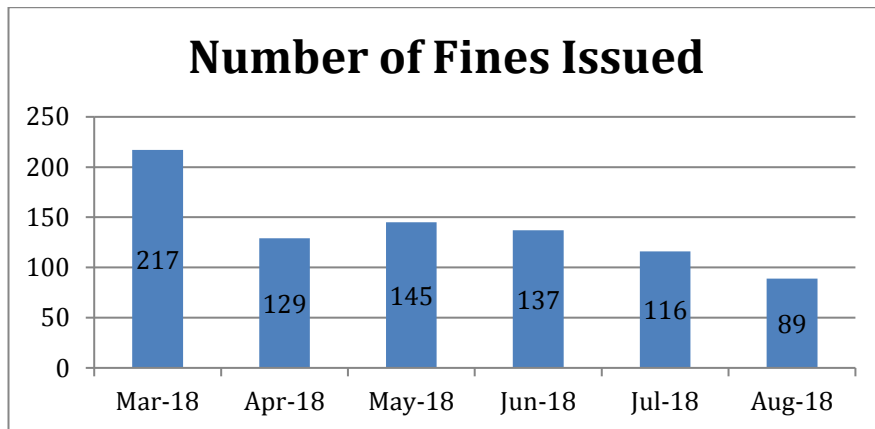


DNA letters sent



PRACTICE UPDATE

Parking Eye



Care Navigation

The next training sessions are arranged for 13 September and 10 October and all of the remaining reception staff are booked onto these dates

Discussion points:

- LC suggested that the PPG needs to know more of what the statistics mean when related to other factors such as GP and receptionist numbers. He also suggested that there should ideally be a narrative accompanying each graph to give further information of relevant background influencing factors. Greater understanding of the background would facilitate discussion of suggestions for improvements. RH agreed. **RH**
- Appointments. RH said that the Practice partners will later this month be discussing proposals for changing the appointment system.

5. Care Navigation update by Jess Gaskell.

Jess gave an overview of her new role as Care Navigator Lead for the Practice. She will implement Care Navigation and support the staff doing it. Her role also includes managing the rotas for all clinical staff except the nurses. She thinks it is vital to educate the patients into how and why Care Navigation will work.

The Care Navigation training includes a recommendation that staff spend time downloading their own phone calls to see how well they handled them— Jess has now built into the rota one hour per staff per month to do this.

The regular Care Navigators/Receptionist staff meetings will in future be angled towards training rather than the previous information exchange.

Jess was invited to attend future meetings of the PPG as and when she was able to.

SG commented that she had recently found the Reception team to be more friendly, more smiley and generally more helpful.

There was discussion about the pattern of DNA's and concern about the number of letters sent out above the 4th. Jess agreed to look further into the demographic of recurrent offenders. **JG**

6. Complaints and praise. RH

The complaint and praise report was read and discussed. It was noted that the report format now has more information which makes it a more useful document.

KS said that all but one complaint had been resolved.

RH said that she has introduced a new form entitled 'Could have done better', currently being trialled by Reception, which encourages staff to document even the smallest incident which can then be used as a learning tool.

7. Reception meeting

AW told the PPG about the meeting that she and JH had had with the Reception team. Both of them as well as JessG agreed that this had been very successful and both sides had learned from the experience which could usefully be repeated in the future. JH said that having mentioned the above success at the last CCG meeting for Ipswich PPG's, she had been asked by the CCG to submit a short article for their next PPG Newsletter.

8. Feedback from Focus Groups

AW wondered whether there was an overlap between the patient safety group and the patient journey group such that they should combine but LC thought the groups should remain separate in order to maintain maximum effectiveness.

After discussion, the way forward was decided:

- The patient experience group needs to meet again and invited JG to join it. **SH**
- The patient safety group. RH and JK need to meet to discuss the main recommendations from this Group. **RH/JK**
- Social prescribing Group. Recommendations to be taken to Partners' meeting. **RH/KS**

9. Flu Clinics, and possible patient questionnaire

RH explained that as there are to be different vaccines for the over and under 65's. The flu clinics have had to be organised slightly differently and would include using separate entrances for different age groups.

JH reminded RH that the Social Prescribing group thought it might be a good idea to hand out flyers at the flu clinics about social prescribing. **RH**

It was decided, in answer to a query from PS, that a patient questionnaire was unnecessary this year at the clinics.

AW asked for members to fill in the flu clinic rota with their availability. **ALL MEMBERS**

10. AOB

- SH said that as the PPG meetings were now more constructive and therefore often lasted longer, could the start time be moved forward to 6.30pm? The meeting agreed but will wait to hear from RH as to whether this would suit JK. **RH**
- AW offered her congratulations to SH on her appointment as Public governor of the Colchester and Ipswich hospital Trust.
- U3A . PPG Members were asked whether they could volunteer to lead a Group of U3A members on a tour of the Practice on 9.10.18. AW will notify HO and JK of the volunteers (JP and AH). **AW**
- Waiting room background muzak to be investigated! **RH**

Dates of future meetings 2018

Tuesday November 6th **note new time of 6.30pm**

Tuesday January 8th 2019

Tuesday March 5th 2019

Jo Hutchinson 5.9.18

