

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) HELD ON  
8<sup>TH</sup> NOVEMBER 2011

PRESENT:

**PATIENT REPRESENTATIVES:**

PETER BUTTERS - PB  
ANDY WAGNER - AW  
JANET RICHARDS - JW

**PRACTICE REPRESENTATIVES:**

DR SALLY SHAW - SAS  
SUE ROBERTS - SR  
NICKI ROGERS - NR  
DOT LAWTON – DL

APOLOGIES:

JOAN WAGSTAFF, ROSEMARY REBO

**New Members**

DL informed meeting a patient had sent form requesting to join. Practice had sent email inviting to this meeting, but had no contact with patient.

**Action: DL Send date of next meeting and minutes.**

**Minutes from last meeting**

Read and agreed.

**PPG Terms of Reference and Ground rules**

All agreed. Happy with rules.

**Patient Questionnaires – Sue**

Questionnaires had arrived. All present happy with content of questions. SR asked if PPG members would like to distribute questionnaires to patients in waiting room, just to let practice aware of when they can come.

SR The staff would start handing them out to patients now.

DL showed members name badges that they could wear identifying that they were a member of the PPG when giving questionnaires out.

SR hopes to have the results of the questionnaires available for next meeting.

**Headed Paper**

Copy of PPG headed notepaper showed to meeting. All agreed with layout. Happy with email address, but did not want personal telephone numbers attached.

SR suggested a box for any patients wanting to contact PPG meeting. It was agreed to use the prescription box situated in entrance. Notice to inform patients that they can put any correspondence for the PPG in a sealed envelope and drop in the prescription box. Patients can also contact the PPG by email or by using the link on the Practice Website. All agreed.

### **Presentation: Reduce A&E Attendances – Dr Shaw**

Need to educate patients to attend the correct services. A&E clogged with patients who do not need to be seen. Walk In Centre not used fully. Patients are triaged through A&E. Patients not aware the G.P. Out of Hours service is manned by local G.P.s and is not a locum agency.

Dr Shaw asked PPG members if they as a group could think of ways to make public aware of the correct services they should be using.

40% of patients attending A&E over the weekend are drink related problems. People's perception is that once G.P. practices are closed they then need to attend A&E. Posters around practice informing patient of Out of Hours Service and extended hours.

SR practice still auditing A&E attendances. Suggestion for a project all PPG members to lobby MP. ? Displays in Port Arcades, advertise in local newspaper.

### **Feedback**

Meeting regarding local health services – Peter Butters attended. He found meeting very informative. Was not aware how patients abuse the ambulance service by using as a taxi. Given lots of facts and figures.

### **AOB**

#### **Surgery Appointments**

DL informed meeting that the practice had been able to extract DNA rates for each GP in percentages. The DNA percentage ranged from between 4% and 6% per GP. This is a high percentage.

PB asked are the patients who DNA contacted.

SR all patients are sent letters.

PB asked if the local chemists still run the minor illness scheme. SR said yes.

AW practices are now sending text messages to remind patients of their appointment times.

JR suggested the PPG use the notice board to display information from the PPG rather than information from the practice. The Group felt this was a good idea.

#### **Action for next meeting**

Arrange Alison Paul to give talk regarding Health and Wellbeing. DL to arrange. Report on Patient Questionnaire – SR

Date and time of next meeting, 17<sup>th</sup> January, 2012 at 6.30pm.

Meeting called to a close.