Patient Participation Group (PPG)

Meeting 8 February 2012 Overview

Present
Dr.S.Kacker, Broydon Vickerage (BV (practice Manager)) Chair, 4 Patients (recorded in practice)

Apologies were recorded and accepted

Dr.S.Kacker welcomed the members of the group

BV reviewed the notes as published on the practices Choices Web site and all agreed were a true reflection.

BV informed the group that no structured agenda was in place as it as important to discuss and follow on from the previous meeting and if possible to discuss and agree ways of communication to the wider practice population, principles of the type of message/s and be practical and cost effective.

The Hot topics for the practice and the NHS
- Prescribing Costs
- Non Elective Care (the use of A&E / walk in centre)
- Referrals and the new pathways introduced locally

Other factors considered were
- Cost
- Impact
- The number of patients informed
- Ethnicity, cultural barriers and statistical trends

Discussion followed on the various methods of communication which included
- Verbal
- Email
- SMS Text
- Patient posters
- Letters (post)
- Local advertisements
- Patient Questionnaires
- Local groups and community meetings

It was noted the group required to be clear on what the message should be and at this stage it was not so, but needed to be cost / waste focused. BV discussed work the practice was doing on which service and an idea that was to looked at the practice managers Forum at the end of the month for New patients and especially those that spoke no or little English, BV to feedback results.
Discussion regarding DNA (did not Attend) patients with Dr Kacker explaining that 8% of all GP appointments were lost on average and 15% of all nurse appointments. It was also highlighted that 40% of all GP appointments were same day and these often were DNA’s.

The group felt it was appropriate that patients who DNA three times in twelve months should be reviewed by the practice and if they felt appropriate the patient called to see either the practice nurse or Practice manager. If this failed to improve attendance then it was reasonable to remove the patient from the list as per practice policy. A poster to this effect to be produced by the practice manager.

Furthermore they felt if we had a campaign to get contact numbers from patients we should trial sending an SMS text to nurse appointments during the month of March and review in May. In the PPG notice board would be details of the service and of how to opt out BV to produce poster. The group also felt that if this was combined with asking for email details generic information could be sent regarding PPG actives etc. and this would be useful and cost effective. The group also requested a monthly news letter to be produced, BV said he would do this monthly with information supplied by the group.

The PPG discussed seeking the views of other patients and it was felt that doing a questionnaire and reviewing the results would be too slow a process as the group is keen to make an impact now, however it was agreed that a questionnaire looking to benchmark and promote both the group and some of their ideas would be good repeating this in 6 months to evaluate the impact the group was having. The group was also concerned that is was important not to try to do too much at once and not be effective at anything, Dr Kacker assured them the commitment of the practice and their ideas and suggestions fitted into some work streams we had looked at, the practice supports the groups ideas and we will have all elements in place, in draft for the group to review and comment on.

The Basis of the questions were agreed BV to produce.

BV to email the group the overview and other items including questionnaire no later than Wednesday 15 Feb.

The group hoped the next meeting would give them all time to be able to focus on the hot topics and have a solid platform for sending information out i.e text, email, news letter, posters etc.

Dr Kacker thanked all those present for their excellent contributions and looks forward to the next meeting toward the end of March BV to notify.

The PPG all thanked Dr Kacker and agreed it was both positive, informative and they felt they could make a difference.

Meeting closed.