



**Two Rivers Patient Participation Group (PPG) Meeting
Thurs 29th June 7.30pm-9.00pm Whitchurch Town Hall**

Minutes:

Welcome - chair (GH)

Introduction – attendees:

Gib Hancock, Mike Nightingale, Sarah Denton, Michael Denton, Nicola Lyons, Dorrie Bilson, Mary Gosling, Esther Leach, Andrew Leach, Alison Wogan, Dr Dan Lickman, Dr Jim Rose

Apologies:

Lorna Hancock, Jennifer Skilton, Roger Knight, Eileen Knight, Alison Palmer, Alison Harbour

Minutes and matters outstanding from last meeting (Apr 17):

- Articles – DL has a list for the next few months, NL will provide support to get these written and published. Topics to include:
 - Recent successes and merger update: DL/NL
 - Telephone triage: RS/AW/NL
 - Long-term conditions: Anne/NL
 - Interview with the admin team: TBC
- DL to explore texting patients results / Is possible and ready to go live.

Reminder of our agreed aims of PPG (for information prior to meeting):

- 1. Communication between the practice and patients, to include information on staff changes, booking procedures, opening hours, and special “events” such as flu vaccinations.
- 2. Communication between the patients and the practice. This may involve surveys to gauge patient satisfaction with various aspects of the care being delivered, identify groups of patients with special needs where improvement to services might be made, surgery/waiting room facilities.
- 3. Identify the demand for and assist with special events such as education in the use of the practice website, weight loss clinics, CPR and first aid training, flu clinics and help with CQC inspections.
- 4. Future development needs/opportunities for the practice.
- Reminder of our key population groups we are representing:
 - Older people
 - People with long term conditions
 - Families, children and young people
 - Working age people

- People whose circumstances make them vulnerable and people experiencing poor mental health (including dementia)

Discussions and Actions:

1. Partners' Report

1.1. Surveys

NHS Choices (official NSH feedback survey:

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=124127>) – discussed ways to encourage people to take part. Agreed that all PPG members would try to leave feedback as most recent feedback is from July 2016.

ACTION: PPG to leave feedback at NHS Choices

ACTION: NL to make a proposal on ways of encouraging feedback for PPG to review and agree

Two Rivers' patient survey – discussed progress on a PPG patient survey created by MD. Questions need a quick review – it was proposed that along with the generic fact-finding questions we include one 'timely' question and perhaps update this every quarter. A new system for creating and distributing the survey is also needed as the previous one has now expired.

ACTION: MD/NL to meet and discuss options, review questions and timelines and consider ways to incentivise participation.

ACTION: MD to circulate questions to PPG.

1.2. Extra Hours

The Mid-Hampshire Federation of practices has committed to offer 8am-8pm support via hubs in Winchester, Andover and Romsey staffed by portfolio doctors (unattached), nurses and pharmacists, in order to improve access to care.

Two Rivers is proposing to open on Saturday mornings, with extra clinicians – 'out of hours' demand is expected to reduce during the week and Saturday appointments can be offered as a top up.

PPG discussed the proposals and felt this was a good idea, although there was some slight concern over 'misuse'. Saturday appointments should be primarily for people who are unable to attend a weekday appointment. AW advised that they are considering ways to manage this.

1.3. Triage

Report from MN:

Between 10.45-11.30 on Monday 12th June, a string of patients passed through Reception; 3 Triage emergencies were excellently managed by duty receptionist, with calmness and efficiency, to the satisfaction of the patients!!

The new system has had good feedback from both patients and receptionists. Clinicians are adjusting to a different way of working – call numbers are currently very high.

Noted that the phone messaging system is going to be replaced, to include more help and direction to other sources including the website.

2 PPG Members' Issues

2.1 Questionnaire

See 1.1

2.2 Community Support

It was noted that twenty thousand people in Hampshire are getting support from carers. PPG discussed how to do more to help people in their homes from within the community.

GB circulated a proposal and structure (attached). PPG discussed whether this was an issue of pastoral care with medical support 'on call', or whether it should be clinician-led – mixed views, but noted that this does require some significant co-ordination. The council is willing to provide project management/liaison support to pull various threads together and help with signposting to all of the appropriate support available.

ACTION: GH/MN to create a SWOT (strengths, weaknesses, opportunities, threats) analysis, looking at what already exists, what we are trying to achieve, where the need lies.

ACTION: GH/MN to continue following through with the proposal and update PPG for information, with requests for direct PPG involvement as required.

3 PPG Liaison Report

3.1 Stay Connected

Demo unit available 02 Andover Guru – PowerPoint circulated. PPG agreed to go ahead with scheduling a demonstration. MN waiting for firm O2 proposition and costs.

ACTION: MN to organize demonstration

3.2 Hon. Kit Malthouse

Successful meeting, agreed collaboration with NHS GP Forward View. Enterprise Learning Organisation Report – peer review draft in progress.

ACTION: Individual PPG members to request an abstract from MN as required

3.3 NW Hampshire Broadband Summit

Presentations have been made by Hampshire County Council and BT.

ACTION: Individual PPG members to request copies from MN as required

3.4 Adults' health and social care

Meeting held with HCC Director – Adults' Health and Care. A "New Strengths" based approach by investigating real needs as well as his "re-enablement service". Collaboration and support agreed with PPG. Successful follow-up meeting held on 19th June 2017.

ACTION: MN to set up meeting date for HCC Director at the surgery

3.5 Age Concern visit

Chief Executive Judy Walker and Deputy Chief Executive Officer/Services Director Yvette Christian will visit Two Rivers on Wednesday 12th July from 14:30. The purpose is to discuss our Care Givers Trust.

3.6 St Mary's Surgery, Andover collaboration – PPG liaison

Agreed with their PPG chair, Jill Hannington, to collaborate by exchange of PPG processes and projects with a view to a learning relationship for improvements

ACTION: MN to continue discussions and continue to update PPG

3.7 NHS General Practice Forward View Report

ACTION: A precis is available from MN on request

3.8 PPG Google Mail group

Commendation from the Liaison to MD for this system. The more it is used, the more valuable it will become.

ACTION: Any PPG members not currently in the group to contact MD for inclusion

4 Project Reports

Included in 3 above.

5 Self Health Care

5.1 Vaccination programme

AW requested support from the PPG for the flu season vaccination programme.

ACTION: AW will share ideas on how PPG can help for discussion at next meeting

5.2 Hampshire County Council

The council is offering ideas for practices, information on services available and training, eg how to get people to ask for help.

ACTION: Council offer to be pulled into the Community Support Programme by GH/MN

5.3 Dementia Friends

DB advised that Dementia Friends has offered to talk to the group and provide dementia information sessions.

ACTION: GH to coordinate any presentation with DB

ACTION: PPG members to promote the support of Dementia Friends where possible

5.4 Holiday at Home

DB advised that this programme will be promoted in the Parish Magazine – event 17 August in Whitchurch.

6 Any other business

6.1 Advertising the PPG

ACTION: MN to look at options for promoting PPG on the Whitchurch website

ACTION: NL to look at adding PPG meetings to the Parish Magazine calendar of events

7 Next meeting

St Mary Bourne Village Hall, Thursday 7th September, 7.30-9pm