

Royal Crescent Surgery

PPG Meeting Minutes 22nd January 2019

Meeting No 7

Present

Dr Ben Chennell (GP Partner), Sandra Maddison (Practice Manager), Leanne Birch (Operational Manager), Tracey Scorer (PPG Co-ordinator), Peter Cameron (RCS PPG Chairman), Leslie Senior (PRS PPG Chairman) & 15 PPG members.

Peter Cameron welcomed everyone along to the 7th PPG meeting and asked for everyone to introduce themselves.

Leanne Birch – Matters Arising from Previous meeting

Leanne confirmed as we are a health centre, only guide dogs or assistance dogs may enter the surgery and other dogs should be tethered outside the building. A dog tether will be placed outside Preston Road Surgery.

Dr Ben Chennell - Dorset Care Record (DCR)

At present, health and social care organisations in Dorset hold different sets of records about patients. Information in different records may be duplicated or incomplete. The DCR is a new confidential computer record that will join up different records to create a more comprehensive and up-to-date record about you.

Within some services, information is already shared. Having the ability under the DCR to access the same information and share it more readily will allow medical and social care professionals to decide more quickly what treatment you may need and the best way to help and care for you.

The benefits are:

- Coordinated and safer care
- Clear decisions about your care
- No need to repeat your details to different practitioners
- Your care record is always available to those involved in your care, helping to understand your situation better

Your information will still be confidential and secure as required by the General Data Protection Regulation and Data Protection Act 2018. Your record will only be shared with health and care professionals, who need it to provide treatment, care and support to you. Anyone wishing to access your DCR will ask you for your consent to do so. You can choose not to give your consent, or you can opt out of a care record.

Leaflets about the DCR are being sent to every household in Dorset explaining what the DCR is and giving an option to opt out if a patient chooses to. Dr Chennell re-enforced to the group that only health professionals with a reason to access your records will be able to do so, and only with your consent. Any access is fully auditable. Outside agencies such as Insurance Companies, Department for Work and Pension for example will NOT BE ABLE to access to your records.

Sandra Maddison - Closing of Abbotsbury Road Surgery

Sadly, Abbotsbury Road Surgery will be closing on 31st March 2019. They have found themselves unable to recruit new GPs to be able continue to offer adequate and safe healthcare to their patients. Sandra has been to many meetings with the CCG, Practice Managers and GPs across the locality discussing how to keep these patients safe and best manage their care.

The patients will be transferred to other surgeries via a managed dispersal and divided out between the practices on how many patients other practices can safely take on. Between Royal Crescent Surgery and Preston Road Surgery we will receive 972 patients. 841 to RCS, and 131 to PRS, taking our practice patient list up to 19,000 patients.

The patient records will be transferred to us electronically in three batches. We will **close at 4.30** on the three dates to allow the transfers to happen.

Tuesday 22nd January

Tuesday 19th February

Wednesday 27th February

More appointments have been added to our rotas to allow for this extra capacity, and the appointments and appointment waiting times will be monitored. We may find an extra influx at, but this should settle in time and we hope patients should not see any difference in waiting times or to the services they receive.

The PPG were asked to report back to the Tracey if they noticed any difference to their appointments / waiting times, and feedback anything they might hear about this out in the community.

Tracey Scorer - Promotion of PPG

Tracey showed the group a short video created last year by the Clinical Commissioning Group Patient Involvement team. They had asked if members from both our PPGs might say a few words about what being part of the PPG meant to them, and what we had achieved as a group. The video will go out on the CCG website and will be placed on our Practice website, to encourage patients to join a PPG.

Peter Cameron – Active Discussion

Peter asked the group if they were happy with his role as chairman and did everyone feel at ease to speak when they wished. The group were happy for Peter to continue as chairman which can be reviewed again in one year.

Friends and Family Test (FFT) A member of the PPG asked why the surgery sends two 'Friends and Family' text messages to patients, and could we not combine these into one message.

Tracey explained a patient will get one message a month after they have been seen in surgery (regardless if they come for multiple appointments).

The first message asks: *How likely are you to recommend Royal Crescent Surgery to friends and family if they needed similar treatment? Reply 1 for extremely likely, 2 for likely, 3 for neither likely nor unlikely, 4 for unlikely, 5 for extremely unlikely or 6 for don't know.*

If a patient replies, a second message is then sent saying: *Thank you for your response, can you please explain why you responded as you did? Please note all replies are anonymous and your feedback is greatly appreciated.*

The FFT is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the view of patients and staff helps identify what is working well, what can be improved and how.

The FFT asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

The scores from the first message are submitted monthly to NHS England and these then are reflected on NHS UK website. The anonymous comments are downloaded each month at the surgery and enable us to see what we are doing well or what we might like to change. The group were asked to visit www.nhs.uk and view our surgery, and then compare our star rating and comments to other surgeries.

Tracey was aware the first question can be a bit misleading to patients, and Tracey will look to see whether we can change this first message and incorporate both messages into one. We will discuss this further at the next meeting and use this as a project to work on within the group. Tracey will also provide a sample of the anonymous comments we receive for the group to see.

Alan Hill (PPG Member) shared with the group Rethink Mental Illness and Remap.

Rethink Mental Illness help millions of people affected by mental illness by challenging attitudes, changing lives. They believe a better life is possible for millions of people affected by mental illness.

Alan advised the group of a Rethink Mental Illness, Sunday Lunch Club that meet fortnightly at various restaurants and cafes in Weymouth. People can come along share food and friendship with others who understand. No more lonely Sundays! For more information visit www.rethink.org or to find out when and where the next Rethink Lunch Club will be meeting call Alan on 07784 886349.

Remap – Making things possible

Remap custom makes equipment to help disabled people live more independent lives. They help young and old alike and help people with a wide range of disabilities, with both physical and mental conditions. Help is available to everyone regardless of their income, and help is given free of charge, although donations are welcome.

Visit www.remap.org for more information.

Peter thanked Alan for sharing this information with the group and Tracey will mention about this in the next newsletter.

We agreed to meet up again in March. The next meeting will be held on **Tuesday 12th March 3-4.30pm** at Royal Crescent Surgery.

Peter thanked everyone for coming and brought the meeting to a close.