

Royal Crescent Surgery

PPG Meeting Minutes 1st February 2018

Meeting No 5

Present

Sandra Maddison (Royal Crescent & Preston Road Practice Manager), Leanne Birch (Royal Crescent Surgery Manager), Tracey Scorer (PPG Co-ordinator), Leslie Senior (Preston Surgery PPG Chairman), Chris Emblem & Steve Howes (CCG Communications), Amy Kerslake & Joanna Hooks (Dietician) and 8 PPG Members.

Apologies Dr Sarita Chopra

Welcome

Tracey welcomed everybody to the 5th PPG meeting and introduced Sandra Maddison our new Practice Manager.

Online Services – Chris Emblem & Steve Howes – Dorset Clinical Commissioning Group

The group were asked for their feedback using Patient Online Services and whether they were aware and using an App for Patient Online Services on their smart phone.

The PPG were unaware of an App for the phone, of which there are SystmOnline and Evergreen. The PPG prefer to use lap tops rather than a smart phone/tablet as this is easier to read. Tracey mentioned she had trialed both Apps and found Evergreen the more 'user friendly' app, it is quicker to use, and easier to navigate between the menus, however the original 'set up', inputting the passphrase and user password can be somewhat tricky.

The PPG reported issues using online services including:

- It was not clear they could request a medicine that was not on their repeat list in the 'Freetext box' Leanne noted that a reason for the request should be included as the GPs will require this.
- When requesting repeat medication and then a typing an item into the 'Freetext box' once submitted, the original ticks from the repeat list seemed to be lost, whereby the user would have to tick them again. This is not made clear when doing so, and sometimes only apparent when the surgery has not issued all items the patient may need.
- Viewing medical history is 'clunky to use' whereby you have to input date parameters each time if you are wishing to look back further in your patient record.
- Results only show 'recent results', again, having to input date parameters if you wish to compare results taken a previous year.
- The PPG wondered if we might be able to offer patients more types of appointments, i.e. specific clinics, or blood test appointments, rather than just their GP. (The surgery is looking into ways we can provide more appointments, but this comes with its own limitations as different nurses are skilled in different areas and require different appointment lengths).

These thoughts will be taken back to the CCG for consideration.

Chris and Steve said they would be happy to support our Health Awareness Event and provide practical information and help for patients.

Action Plan 2018 and Health Awareness Event

Leanne shared with the group the PPG Action Plan and introduced Amy & Jo to discuss with the group, what sort of presentation we would like them to present at our 'Health Awareness Event' (*Name for the event still to be agreed*)

The group mentioned there is a lot of conflicting evidence surrounding the many different diets purported to be good for you, i.e. low fat, low carb, the Atkins diet, calorie counting and what is the right diet? How food labelling can be difficult, and what should be looking at if trying to lower cholesterol?

Amy explained that there are many different diets suitable for different people; there is no 'one size fits all'.

Amy advised a presentation at the event of 'general lifestyle advice' and 'what will benefit me when I am older'. There can be interaction with body mass scales that state your weight, body fat %, muscle % and hydration levels. Food labelling could be discussed, and how to understand food labelling in order to keep a check on the foods you eat that are high in fat, salt and added sugars, and the traffic light labelling system which gives you advice to help you make healthier choices quickly and easily.

The PPG asked how a person could find out about different fitness classes for different age groups and were advised to phone Live Well Dorset for information. (0800 840 1628)

Live Well Dorset is a free service for adults living in Dorset who would like support to change their lifestyle. Visit www.livewelldorset.co.uk

The Event

- **When** - End of May (if possible).
- **Name** for the event – '**Health Awareness Event**' or '**The Live Well Day**'
- **Where** - Park Community Centre, Leanne will form a proposal to be submitted to the committee.
- **Time** – 11am – 3pm
- **Who** - Suggestions: Dieticians, Diabetes UK, Age UK, Dementia awareness, British Heart Foundation, Live Well Dorset, My Life My Care, Cancer Research, Steps 2 Wellbeing, British Lung foundation, Smoke stop, Online Services demo, Physiotherapy and Foot care.
- **Advertising** - Surgery Newsletter, Park Community Newsletter, Posters in surgery and also at the Park Community Centre, Women's Institute, Preston Church rooms, flyers of the event and promotion via Wessex FM.

We all agreed the event should be informative, interactive and fun.

An attendee could be given a flyer on the day with a floor plan of stands, and a quiz taking them around the room.

We will need to form a planning group and hold regular meetings leading up to the event. Anyone who wishes to be part of the planning group please **email Tracey.**

Diabetes Patient Reference Group Update

Isabel Hooley (Diabetes Dietitian) came along to our previous meeting to discuss forming a new Diabetes Patient Reference Group. Since then questionnaires have been handed out to Diabetic patients in surgery, asking if they have had any contact with a dietitian since diagnosis and their thoughts of the dietetic service and what dietitians do. Sign up forms were also given to patients if they would like to form part of the group.

Isabel has said unfortunately, the rate of questionnaire response and some staffing issues in Dietetics have meant progress has been slower than anticipated, which is frustrating. She intends to work on the patient group session plan imminently and would like to run past the group new invitation letters and a new screening questionnaire for their feedback which will be rolled out to patients newly diagnosed with diabetes in the future.

She may send these out via email (or post if necessary) and comments can be sent back the same way so as not to require everyone to make time for a meeting.

AOB

It has been requested that the next PPG meeting be held in the evening or on a Saturday. (date to be confirmed)

Leanne reminded the group of a PPG networking event being held in Dorchester on 5/02/2018 and again asked the group if any member would like to put themselves forward as chairman. The meeting was then brought to a close.