

Royal Crescent Surgery

PPG Meeting Minutes 9th August 2017

Meeting No 3

Present

Dr Jon Orrell (GP Partner), Kate Meacham (Practice Manager), Leanne Birch (Surgery Manager and Chairperson), Tracey Scorer (PPG Co-ordinator) & 15 PPG members.

Welcome

Tracey Scorer welcomed the group, thanked everyone for coming along and introduced Dr Jon Orrell, Leanne Birch and Kate Meacham.

Leanne Birch opened the meeting and provided follow up on items from the previous meeting:-

- **7 day working – GP Improved Access Questionnaire** – Following on from the recent locality meetings regarding GP Improved Access, the Dorset CCG created an online patient survey to establish the 'local need' element of the GP improved access service.

The survey was designed to find out more about people's experiences and views of accessing primary care services – particularly focusing on attending appointments that are outside of core hours. The link to the online survey was sent via email to the PPG and paper copies were available in surgery. The survey closes on 20th August.

The information collected will help the CCG make decisions about the way services are provided for patients in the future.

- **Mental Health Services Review** - An independent report detailing the results of the recent Mental Health Acute Care Pathway public consultation has been published. You can read the full report (124 pages) by visiting the link below and a conclusion is attached along with these minutes.

<https://www.mh.dorsetsvision.nhs.uk/report-published-on-mental-health-public-consultation/>

- **My Life My Care Training** – Ken Baggaley (PPG Member) went along to the My Life My Care training at the Weymouth Library and reported to the group how informative the training was. He learnt more ways on how to use the website, and found a lot of useful information.

The plan going forward will be for someone to man a computer in the waiting room with access to the My Life My Care website to help other patients. Future training will be arranged, and dates forwarded to the PPG.

Ken also advised the group that carers can sign up for a carers discount card via the My Life My Care website, which gives the carer discounts in local shops and businesses.

GP Patient Satisfaction Survey - Kate Meacham shared with the group the results from the 2017 National GP Patient Satisfaction Survey. The Practice has scored well against other practices, locally and nationally.

Some examples are:

- 94% find it easy to get through to this surgery by phone
Local (CCG) average: 84% National average: 71%
- 92% find the receptionists at this surgery helpful

Local (CCG) average: 90% National average: 87%

- 85% usually get to see or speak to their preferred GP
Local (CCG) average: 67% National average: 56%
- 93% were able to get an appointment to see or speak to someone the last time they tried
Local (CCG) average: 90% National average: 84%
- 77% usually wait 15 minutes or less after their appointment time to be seen
Local (CCG) average: 67% National average: 64%
- 100% had confidence and trust in the last GP they saw or spoke to
Local (CCG) average: 97% National average: 95%
- 91% are satisfied with the surgery's opening hours
Local (CCG) average: 80% National average: 76%

You can view the full results online and compare our surgery to other surgeries by visiting:-
<https://gp-patient.co.uk/>

General Discussion - Flu Vaccination – Why do we need it? Is it worth it?

Dr Jon Orrell answered the question – Absolutely! Anyone who is in an at risk group or over 65, and invited for the annual flu vaccination should take up the vaccination.

Each year, the viruses that are most likely to cause flu are identified in advance and vaccines are made to match them as closely as possible. Most injected flu vaccines protect against three types of flu virus:

- **A/H1N1** – the strain of flu that caused the swine flu pandemic in 2009
- **A/H3N2** – a strain of flu that mainly affects the elderly and people with risk factors like a long term health condition. In 2017/18 the vaccine will contain an A/Hong Kong/4801/2014 H3N2-like virus
- **Influenza B** – a strain of flu that particularly affects children. In 2017/18 the vaccine will contain B/Brisbane/60/2008-like virus

Flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death among at-risk groups, including older people, pregnant women and those with an underlying medical health condition.

Dr Orrell stated that when working as a young GP before the start of 'flu vaccines' GP surgeries and hospitals would be full of patients ill with flu for a few weeks of the year at 'flu season', with some hospitals having to close wards as a consequence of the flu virus. A lot more people died from the flu virus back then. Children are the worst culprits for spreading the virus! Dr Orrell advises anyone who is offered the free vaccination to have the jab!

RCS & PRS Patient Questionnaire – Although the patient survey states we are doing well, we would like to know what is important to our patients and how we can continue to improve our services. Leanne asked the group for their thoughts on a patient questionnaire, generated by the RCS PPG to be handed out at the flu clinics.

We vaccinate roughly 2,500 patients each year and around 2,000 patients are vaccinated in flu clinics. Flu clinics are a good way to pass on or gain information from patients who may not visit the surgery very often or some at all.

After discussion, some ideas for questions were:-

- Are you aware we can send appointment reminder text messages to your mobile phone?
- Are you aware you can book appointments and request repeat medications online?
- Do you use Online Services?
- Do you feel you are kept well informed of health information and new services available?
- Are there any services you would like the surgery to be able to offer if possible?
- Would you be prepared to pay for these services?
- How would you like us to communicate with you?
- Do you have access to a computer?
- Is there anything else you would like to tell us?

It was mentioned to keep the questionnaire short and no longer than 2 pages. We decided on a 'communication theme' and how we can communicate information to all patients

Tracey will draft up a questionnaire and then email back to the group for feedback.

FLU CLINIC 2017 - PPG Help

Flu season is a busy time for the surgery; we have about 2,500 patients to vaccinate. We find running walk-in clinics the best way to vaccinate the majority of our patients.

We hold 3 main clinics:-

Westfield School	<i>Sat 23rd October 9am – 2.30pm (Preston patients)</i>
Wey Valley School	<i>Sat 30th September 9-12:30pm</i>
The Park Community Centre	<i>Wed 4th October 2-5:30pm</i>

We asked if any PPG members would be available to help out at the flu clinic. If you could help out for an hour or 2 it would be really helpful. You can get your Flu Jab at the same time!

Ways you can help:-

- Give out the PPG Questionnaires, inform patients of the PPG and encourage other patients to join
- Hand out SAIL (Safe and Independent Living) forms
- Make drinks for staff members and helpers

Over the years we have streamlined our processes to vaccinate people quickly and efficiently. We also have an information area which this year will include:-

RCS PPG

Way Finders (*provide information and signposting to support services for adults in the community.*)

Dorset Fire and Rescue Service

Police

My Life My Care (Westfield School)

Please email Tracey if you would like to help, and the date and time of which clinic.

AOB

Q. What is the Surgery policy for returning old hospital equipment?

Unfortunately, the surgery is unable to take in returned hospital equipment. Patients can take small items, ie crutches, walking frames, walking sticks to Weymouth Community Hospital.

There is an NHS collection service for bigger items, such as toilet seats, commodes, bed frames etc. Call **0808 1683168** and leave a voicemail, you will then be contacted to arrange a collection. The main storage depot is at Piddle Hinton Business Park.

It was suggested that we publish this information on the TV screens – Action Tracey

We discussed times for the next meeting and decided on **Wed 8th November at 11:00am**
Leanne thanked Ken for providing some refreshments and thanked everyone for coming along.
The meeting was then brought to a close.

**Attachment - Mental Health Acute Care Pathway Public Consultation Conclusion*