

Minutes of the Royal Crescent Surgery Patient Participation Group meeting 12/03/19

Present:

Practice staff: Tracey Scorer (PPG Co-ordinator), Leanne Birch (Operations Manager)

PPG members: Peter Cameron -PPG Chair, & 8 PPG Members

Guest: Penny Sydall (Superfast Dorset)

Apologies: 6 PPG Members

Welcome & Introduction:

Peter Cameron welcomed everyone to the meeting, and everyone introduced themselves.

Updates from previous meeting: - Leanne Birch

Following the closure of Abbotsbury Road Surgery patients from there have been moved to other surgeries in a planned way. Royal Crescent has taken 800 new patients, so has had to increase the administrative and medical staff. The practice has increased the number of appointments available with the Advanced Nurse Practitioner, recruited an Emergency Care Practitioner (Mark Thorne) and the partners are offering increased availability whilst things are settling in. On the administrative side, one of the staff from Abbotsbury Road Surgery has also joined the team.

It will be necessary to change some of the practice systems and for receptionists to 'Triage' appointments, so that people are able to see the best person as quickly as possible; and these will be brought to the PPG at a later date.

The PPG asked for further clarification on acronyms, ie what is an ECP, ANP etc.

ACTION POINT: Leanne Birch to set up a small working group to create a 'jargon buster'.

Tracey Scorer – Acronyms used to be included at the bottom of each minutes.

Digital Champions, Superfast Dorset: - Penny Sydall

Superfast Dorset is set up to get more people to take advantage of better broadband services and to learn how to use the internet safely and effectively. To help people learn the skills they need the role of Digital Champions have been created. Digital Champions are most often available in libraries; however to make their services available to more people Superfast Dorset are looking to have sessions in surgeries. This will be especially helpful for people in more rural areas, and they are looking to join in with a new information and advice service aimed at women who are either pregnant or who have recently given birth.

The PPG was asked if they felt that having a Digital Champion at the surgery would help. Three points were raised; whether it would be a problem having the sessions open to non-surgery people, how good were the Digital Champions at helping people find good health information online and what format the sessions should take. People at the meeting felt that it would be good to be involved and that perhaps a mix of bookable appointments and drop-in sessions would work best. Work is being done with the hospital librarian in Poole to make sure any sites for advice about a particular condition or situation are of good quality.

ACTION POINT: Tracey Scorer to set up a small working group to help set this up.

Friends & Family Test: - Leanne Birch

The Friends & Family Test (FFT) is something that the practice is required to do. It must be available in all formats – text message, online and paper. Feedback from it is regularly

updated on the NHS website, and reflects the high quality of the practice rating from the Care Quality Commission inspections.

We discussed the wording of the questions. The first question asked from the FFT is set by NHS England which we cannot change however we can change the second.

The PPG were asked to submit any ideas for a second question to Tracey. (*a maximum of 160 characters including spaces*). Please see the attached sheet which further explains the FFT and the questions asked.

A possible alternative to the 2nd question suggested at the meeting was 'What could we do to improve your experience today'?

There is a gap between what is asked by text message and what is asked on the paper version. The text message only asks the first two questions on the paper version; it is not clear whether the remainder are automatically answered.

It was suggested that a link be put on the Practice website to our GP practice on NHS.uk for patients to easily leave feedback and to see our FFT rating.

ACTION POINT: Tracey Scorer to look into whether the remaining four questions (which are not about the patient experience, but are about age, disability, ethnic group and gender) are automatically included in the response, and why the Practice gathers this data? The text message itself is sent out by an automated system and the company responsible uses personally identifiable information (this means they are given the mobile number, but not the name or other information about someone).

AOB

It was suggested that future Agendas include a 'You Said / We Did section.

The next PPG meeting will be held on Thursday 30th May 3pm-4.30pm

Minutes by Penny Shrubbs (PPG) and Tracey Scorer 20/03/2019

Acronyms Used:

ECP An Emergency Care Practitioner (ECP) is usually a paramedic who has taken on further training and responsibilities. They have a more limited ability to diagnose, treat, administer medication or perform medical procedures than nurses or doctors. An ECP unlike other ambulance staff can stitch injuries, do minor surgery, order X-rays and other investigations plus carry out other procedures and assessments.

ANP An Advanced Nurse Practitioner (ANP) is an experienced and highly educated Registered Nurse who manages the complete clinical care for their patient, not solely any specific condition. Advanced practice is a level of practice, rather than a type of speciality of practice. Advanced Nurse Practitioners are able to be responsible and lead on the treatment of people who have several conditions and/or severe symptoms just as doctors do.