

Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 23 May 2018

Present: Elizabeth Cole (Chair), John England (Vice Chair), Alison Nash, Sadie Marshall, Ann Porter, Adrian Down (Partner & Practice Manager) & Kate Holley (Secretary)

1. Introductions & Apologies

Apologies received from Dave Jeffery, Nikki Richardson & John Rose

2. PPG – a possible way forward

Confirmation that Elizabeth and Kate would continue as Chair and Secretary for this meeting and for the July meeting, only if required. (John had agreed to continue as Vice Chairman for the next year)

A discussion took place with regard the high priority of recruiting additional members to the PPG in order to ensure the group is representative. Elizabeth read from her annual report that “We seek to include a greater diversity of patients covering age, gender, race and ethnicity as well as those with diverse clinical or mental circumstances”

Recruitment will be the focus for the national PPG awareness week. Other recruitment ideas included a poster at the Greylees garage, a discussion with the new local vicar and reminder for Medical Practice staff to drawing patients’ attention to the PPG.

Action: It was agreed that John England would chair the July meeting and to liaise with Kate regarding the agenda. Kate to email all members seeking a volunteer to act as secretary for the meeting, email to request yes/no answer. Adrian to discuss recruitment with local vicar and Medical Practice colleagues.

Poster for Greylees garage to be actioned.

3. Notes & Matters Arising from the meeting held 27 March 2018

- i. Patients not attending GP appointments (DNAs) – Still a problem for this Practice bearing in mind the pressure on making appointments, although compared nationally the figures are relatively low. Text reminders are sent out to those who subscribe to the service (approximately a third of patients). However, it is not possible to cancel appointments by text; this has to be done by phone call.

The notes were agreed as an accurate record of the meeting.

Action: Adrian to publish on the surgery website and arrange for copies to be pinned to both surgery PPG noticeboards.

4. PPG National Awareness Week 4-9th June 2018

Adrian recommended surgery sessions for the PPG to have a presence in the waiting rooms – Tuesday 0930-1130 at Caythorpe and Thursday 0930-1130 at Ancaster and possibly Friday 0930-1130 at Ancaster.

The following questions were agreed:

- 1) (introduction) Are you well enough to talk to us?
- 2) Have you heard about the PPG and what we do?
- 3) Would you be interested in joining the PPG?
- 4) What would be your view on an automated check-in (there would still be the opportunity to speak to reception staff)

Action: It was agreed that Alison and Kate would attend Caythorpe on Tuesday 5th June and Elizabeth and Sadie would attend Ancaster on Thursday 7th June. Adrian to prepare A3 notice to advise patients that the PPG would be present on those days. All members to wear name badges while in the surgery. Volunteers to record number of people contacted and outcomes (data to be anonymous). Sadie offered to coordinate responses collected. Kate to prepare a data collection template.

5) Any Other Business

i. Healthwatch feedback

Action: Please contact Alison for Healthwatch feedback forms if anyone has personal (or friends and family) experience of any Lincolnshire health care service over the last couple of months.

ii. Lincolnshire Carers' conference is taking place at the University of Lincoln on Tuesday 12 June 9.30am-4.30pm. The event looks at some of the key issues and challenges facing carers in the county. It is aimed at carers and professionals with an interest in this area.

Action: If anyone can attend please contact Kate for further details or phone 01522 886188.

6) Date of next meeting - will be held at 6.30pm on Tuesday 24th July 2018 in the waiting room at Ancaster Surgery.

Action: all to note.

Meeting finished at 7.30pm