

## PPG Meeting – Tuesday 11 September 2018, 6.45pm

### Summary Notes

The meeting was attended by 21 people and Rosie Green, Strategic Business Manager for Lilliput Surgery.

#### 1. Hello & welcome

The Chair welcomed several new members to the group.

#### 2. My Life My Care – Matt Tibbey from Borough of Poole

Matt spoke to the group about My Life My Care [www.mylifemycare.com](http://www.mylifemycare.com), a new website owned by Borough of Poole Council which shares information about adult care and support and social opportunities within the Bournemouth, Poole and the Christchurch area. The project had been running for around 5 years and 40,000 people had visited the website in the last year.

Matt will be attending a Surgery meeting in the near future to talk to clinicians about the website and promote the service.

#### 3. GP Patient Survey 2018 results

The latest survey findings were discussed at length. Rosie highlighted that the survey was completed in January 2018, before the new walk in clinic appointment system was introduced making it difficult to interpret what patients currently think about the surgery's services. A couple of members talked about personal experience of being on hold on the telephone for more than 40 minutes despite the message stating that they were number one in the call queue. Rosie is already working on this glitch with the reception manager.

The survey results stated that 88% of patients found it easy to get through on the phone, 50% were satisfied with the system, 86% felt supported for long term conditions, 56% thought it was good for appointments and 84% thought that the receptionists were helpful. All of these are an improvement on previous surveys.

One member discussed their concerns about the length of time people waited outside of the building for the walk in service. It was agreed that however early the doors open (currently 8am for 8.30am clinic start) there would always be patients waiting. Members talked at length about personal experience of confusion of how

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the system works, is it safe if patients are very ill. One member thought the old triage system was better. Rosie explained that the vast majority of feedback on the new system was positive and she was receiving fewer complaints about access to appointments on the whole now the new system was in place. Rosie did her best to reassure everyone that clinical needs are being met more efficiently and safely.

### **4. Community working with Altogether Better**

The work with Altogether Better to find “Health Champions” for the surgery was well underway. Rosie and the volunteers would be attending a 2 day workshop the following week and Rosie will feedback at the next meeting.

### **5. New PPG premises group – initial findings**

Two members who had recently volunteered to form a PPG Premises Group gave feedback from a visit to the surgery for a “walk about” with Rosie to examine how the Surgery was experienced from a patient point of view. A list of suggested improvements were made including better signage, more up-to-date notice boards and a repair to a door. Rosie was grateful for the volunteers’ time and the group aim to repeat the visits every several weeks to continue improvements.

### **6. Flu campaign 2018**

The flu campaign for 2018 was discussed including the importance of encouraging patients to choose to have their jab at the GP Surgery. GP surgeries receive a payment for every single flu jab that they administer and the income from flu clinics pays for a nurse salary for 6 months. Rosie is pleased to have some volunteers to help at the walk in clinics and will be in touch with people to make final arrangements.

### **7. Staffing update**

In her staffing update, Rosie was pleased to inform members that there were currently no vacancies. There are still some staff undergoing training in reception and a new prescription administrator had been appointed.

Dr Walder would be going on maternity leave in October and Dr McPherson would be providing maternity cover. Dr Ward would also be starting next month following the retirement of a previous Advanced Nursed Practitioner (the Surgery had been unable to appoint a new ANP).

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### **8. Any Other Business**

One member asked Rosie to thank the staff for such first class care she received during a recent period of ill health. Various members of staff were praised by name and Rosie would pass on all the comments to the staff involved.

### **9. Next meeting – Wednesday 21 November (moved from Wed 14 Nov)**

### **10. Suggested meeting dates for 2019:**

Wednesday 16 January

Wednesday 20 March

Wednesday 15 May

Wednesday 17 July

Wednesday 18 September

Wednesday 20 November

The meeting closed at 8:15pm, thanks by Chair to all.