

PPG Meeting Summary Notes

Wednesday 16 May 2018, 6.45pm

The meeting was attended by 23 people and Rosie Green, Strategic Business Manager for Lilliput Surgery.

1. Hello & welcome from Rosie

Several new members had joined the meeting including three staff from Regency Manor Care Home. The meeting was also attended by Lizzie Adams from Dorset Clinical Commissioning Group who wanted to see how our PPG worked.

2. New Appointment System Feedback

Rosie outlined the changes that had been in place since 3 April, mainly walk in clinics, no more triage and an additional 100 appointments per week. The feedback had been overwhelmingly positive although there were a small percentage of patients who had fed back that they were unhappy with the new system, mostly due to the length of time spent waiting in the surgery to see the clinician.

A member of the group had had a bad experience with the walk in clinic where they had waited a very long time despite having been told they were second in the queue. The first patient spent a long time in with the doctor and then a child “overtook” and went in ahead.

Rosie explained that one of the first things that had been amended with the new system due to feedback from parents was that children would be prioritised over adults, as it was distressing for young, sick children to wait for long periods of time in the waiting room. Rosie also explained that the amount of time needed with the doctor varied from patient to patient and it was hoped that people would feel reassured that the amount of time spent with them would be clinically appropriate.

A couple of members highlighted that patients had not been aware that the Surgery doors opened at 8am, allowing your name to be put on the list for the walk in clinic prior to the appointments starting at 8.30am. Rosie agreed to review the information on the website.

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Rosie thanked the PPG volunteers who had been a huge help in reception during the first week of the new system, helping explain things to patients and gathering their feedback. The volunteers wanted to highlight what a tough job the receptionists had in dealing with the challenging behaviour of some patients and praised them for their ability to remain calm under pressure.

3. “DNA” levels

Initial data from April suggested a slight drop in the number of “DNAs” (patients who Did Not Attend their appointments), hopefully influenced by the new walk in clinics. However, we would need several months’ worth of data to know whether this was a true reflection.

4. Staffing update

Rosie informed the group that Kate, the clinical pharmacist, was leaving at the end of the month. Kate had joined the Surgery as part of a pilot project and no decision had been reached yet as to how she might be replaced. Advanced Nurse Practitioner, Mandy Cartwright, would also be leaving at the end of June.

There were currently also two receptionist posts to be filled and the team were short-staffed: Rosie apologised to anyone who may have been waiting in the phone queue longer than usual.

5. Dorset PPG Network events

There was a CCG PPG Networking Event taking place on Wednesday 23 May at 5.30pm at the Allendale Centre in Wimborne and all members were welcome to attend.

6. Community working opportunity

Rosie informed the group that she was taking part in the Collaborative Practice Leadership Programme she spoke about at the last meeting. This was aimed at helping the Surgery to look at other ways of supporting patients with non-clinical needs so as to reduce the clinical demand on the practice. It would involve recruiting patient “health champions” to help deliver this work in the community.

The work done so far had looked at “frequent attenders”: the top 1% of patients were accessing 6% of clinical contacts and the top 5% of patients were accessing 20% of clinical contacts. The highest attender at

Lilliput Surgery

Lilliput Surgery was an 82 year old lady who had had 140 clinical contacts in the last 12 months. The second highest attender was a 38 year old lady who had had 102 clinical contacts. It may be that these contacts were all clinically appropriate but the idea of the project it to ask whether there is a better way of supporting some individuals.

More information on how patients could get involved would be available in due course.

7. Dementia Friendly initiative

Work to become Dementia Friendly would be resumed at the Surgery in the hope to achieve this for our patients as soon as possible.

Lizzie informed the group that a free resource was available to become a Dementia Friend – go to www.dementiafriends.org.uk

8. GDPR

The General Data Protection Regulation would be replacing the Data Protection Act on 25 May and the Surgery would be updating its Privacy Policy (available on the website).

9. Any Other Business

The meeting closed at 8.15pm, thanks by Chair to all.