

PPG Meeting – Wednesday 18 July 2018, 6.45pm

Summary Notes

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

1. Hello & welcome

The Chair welcomed several new members to the group.

2. New Appointment System – 3 months in

Rosie explained that patient feedback about the new GP appointment system (morning and afternoon walk in clinics each day plus routine appointments bookable up to two weeks in advance) was still overwhelmingly positive. The doctors were also pleased with the new system as the previous system could be extremely stressful. Pressure on the reception team had also eased as there were now more appointments available to offer patients. Rosie informed the group that over the last 7 weeks, there had only been 5 days where the walk in clinics had been completely full. She was receiving far fewer complaints about the new appointment system than she did about the old appointment system when appointments were often fully booked several weeks in advance.

There was still some criticism, mostly regarding sick children having to sit and wait to be seen by a doctor. Rosie explained that since rolling out the new system in April, a priority system was in place for children, where they would be seen more quickly if deemed appropriate by the clinician.

Some patients felt that the walk in clinics were not convenient for working people. Rosie highlighted that booked appointments were still available up to 2 weeks in advance for those who did not wish to sit and wait.

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Rosie explained that the Surgery was still implementing tweaks and improvements: all members were invited to suggest ideas which would make the appointment system as good as it could be.

3. Staffing update

Rosie explained that Dr Walder would be going on maternity leave in the autumn and Dr McPherson would be returning to cover the maternity leave. Mandy, the Advanced Nurse Practitioner, had retired and cover for this would be in place in September. A new role of Prescription Administrator had been appointed to: this would relieve some of the pressure on the reception team and provide a better service to patients by having someone dedicated to processing prescriptions.

Reception had been short staffed for several months and there was still a vacancy to fill. Rosie apologised to anyone who had experienced long waits in the phone queue when trying to get through to the Surgery as she was aware this had been an issue recently. It was anticipated that the team would be fully staffed imminently.

4. PPG progress

PPG Chair, John, plus two other PPG members had attended a Dorset Clinical Commissioning Group (the NHS organisation responsible for purchasing all healthcare in Dorset) Networking event in May which was promoting the value of PPGs in GP surgeries.

It was pleasing to see that Lilliput PPG was a good example within Dorset of an active and engaged group who were bringing lots of value to the Surgery and were helping to bring about improvements for patients.

Since the last PPG meeting, which was attended by a staff member from the CCG as well as staff members from a local care home, Lilliput PPG had also received praise online via Care [Opinion](#) and also on Twitter.

5. Volunteer opportunities!

- **CCG film for website**

Following CCG attendance at the last PPG meeting, it had been arranged for some filming to be done with PPG members at Lilliput Surgery in order to showcase their work. Rosie asked volunteers to make

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themselves known to her if they were available on Thursday 26 July for this. It was a great opportunity and the film would also feature on Lilliput Surgery's website.

- **Surgery "Premises Group"**

Rosie asked for volunteers to form a "premises group" at the Surgery: 2 or 3 people willing to visit the Surgery once a month or so and make suggestions about improvements in the patient areas, keep notice boards current and up-to-date and report any issues from a patient perspective.

- **Flu clinics**

Rosie explained that, based on the success of last year's flu clinics, this year's would run in a very similar way. Rosie would circulate the clinic dates once confirmed and ask for volunteers to help assist patients and manage any queues etc.

Promotion of the winter flu campaign would start from September.

6. Car parking

Rosie explained there had been a complaint from a resident of Elms Avenue regarding parking on the road: some drivers tended to park very inconsiderately, sometimes blocking driveways. Rosie had since asked any staff members parking on the road to be considerate and had added additional information to the website regarding alternative residential parking, public transport and availability of a cycle rack.

Other ideas were discussed. Members were in favour of the council adding dotted white lines to the road to mark out appropriate parking bays clearly.

7. Community working with Altogether Better

Rosie explained that the Surgery was working with a company called Altogether Better that would help to find "Practice Health Champions" from the local community. This had been rolled out very successfully in other parts of the country. Champions are people (usually patients at the practice) who voluntarily give their time to work alongside the staff team in a variety of ways. This might include helping meet non-clinical needs of patients (for example, isolation or loneliness or learning to live

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well with a long term condition) or helping patients navigate the practice and other local services.

The search for Lilliput Practice Health Champions would begin in August with patient text messages, posters and via word of mouth.

8. Any Other Business

None

9. Next meeting – Tuesday 11 September

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