



The Ball Tree Surgery

Patient Participation Group Meeting Notes – 26th March 2013

Meeting hosted by:

Dr Sunil Emmanuel
Mr Gerard Cronin
Mrs Claire Ogle

Thank you to everyone who came on a very cold evening!

Agenda:

Introductions
Our items for discussion
 Update from November Meeting
 Surgery News
 Department of Health News
 Ball Tree Staff Access Survey
 Patient Access Survey
Your items for discussion – set the agenda!

Update from November Meeting

- TV Screen in Waiting Room – add more surgery specific information: we have added some Ball Tree slides. Limitations on duration of Surgery based information as the screen is sponsored by external outsourced screen provider.
- Informing patients regarding waiting times. If running late staff inform patients and apologise – no resource to increase number of screens or fund more sophisticated software
- Notice board showing which doctors are in: under consideration subject to sufficient resources
- Request for advocacy advice in surgery: No resource currently. The surgery currently hosts a Time to Talk service. There is the potential for a more integrated approach ‘proactive care’ enabling us to work more closely with social care coming later this year.
- Missed appointments: we advised all patients in the questionnaire that they should inform reception in advance regarding cancellations and alerted them to the costs of missed appointments.
- Online booking: this is under active planning – will likely go live during the Summer 2013
- SMS Texts: this is under active planning – will likely go live during the Summer 2013
- New survey results: we have simplified the presentation as you will see and the results are on the website
- We have undertaken an extensive internal survey regarding access to our services



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ASSOCIATE DOCTORS

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The Ball Tree Surgery

Surgery News

- We are busy planning for a new year
- We hope to have increased continuity of care by having Salaried GPs rather than locums
- More educational activity within surgery for doctors as we want to help the next generation of clinicians. Dr Hobson is contributing to the local Commissioning Board leading for Education
- More research opportunities for our patients as it helps the expertise for our clinicians
- Increased number of nursing hours

Department of Health

Encouraging us to focus more upon

Pro-Active Care

Aiming to reduce admissions to hospitals and provide more care for patients at home or in the surgery

Supporting Patients with multiple or chronic conditions

We have our Long-Term Condition Annual Reviews – we hope to do more of this as we have had good feedback and we think it makes a difference.

GP Practice Based Commissioning

Ball Tree Surgery is part of:

Coastal West Sussex Clinical Commissioning Group

There are 5 Practice Based Commissioning localities representing Adur, Arun, Cissbury (Worthing), ARCH (Chichester/Bognor) and Chanctonbury areas. It covers 56 practices with a registered population of 488,000 people.

We are in the Adur Locality and contribute to the Adur Locality Board

Staff Access Survey

We wanted to make sure that we are providing the right number of appointments at the right time.

To find out, for three weeks in February all the staff took part in a survey to monitor the requests for appointments.

We discovered that for the most part we are doing well and that our patients are able to access us appropriately.

- We always have urgent appointments on the day
- Routine appointments with any GP within 2 days
- Routine appointments with preferred GP within a few days (except for holidays)
- Nurse and blood test appointments either on the day or within a day or so.

We are considering increasing the number of on the day appointments for our specialist nurses who are able to deal with more minor illnesses





The Ball Tree Surgery

Results from the recent Patient Survey

These are on the website.

Your items for discussion

Patient Journey

We talked about how the NHS and Healthcare is changing to promote patients' active participation in their health care. We explained that this is based up on medical research that shows that engagement promotes greater wellbeing and more positive health outcomes. Within the surgery we are gradually travelling along the various patient journeys that are experienced here and seeking to improve them wherever possible. We need your positive and constructive help in identifying where we need to change our processes to improve your experiences. Unless we are made aware of situations where things don't quite go as we would expect we cannot put new systems in place to prevent them from happening again. We have a formal feedback process that is on posters in the surgery and we welcome your thoughts.

Questionnaires

You would like to see copies of the Patient Survey Questions. Our actions for you are to come up with questions you would like us to add. Also we would like your ideas about how we could distribute the survey a bit more widely to bring in more ideas and thoughts from our patients.

We also discussed how all our GPs are regularly reviewed / revalidated using a wide range of questionnaires that are monitored by other independent agencies.

Waiting Room

You asked us to ensure that the ticker screen is kept up to date with accurate information regarding appointments and waiting times. You also asked us to remove the message that says one item per appointment.

Our Action: we try to keep the information as accurate as possible and will continue to do so. We have had some significant issues with the technology that supports the ticker screen. When resource permits we will be able to address this more fundamentally. We will ensure that the one item message is removed. (We thought we had done this and are sorry that it is still showing).

Repeat Prescriptions

We discussed repeat medication that requires safety checks to be carried out. You asked us about how medicines are monitored. We explained that all medications are reviewed regularly by patients' registered GP. Some medications are reviewed very frequently and require regular blood checks before repeat prescriptions can be offered. You mentioned how your medication is also monitored by your chemists when you take prescriptions in. There were mixed thoughts within the group about this monitoring.

Practice Brochure

You requested us to update our website and have paper copies of information as a practice brochure. We are very keen to do this and we discussed using email to circulate drafts of updated materials to you for your thoughts.





The Ball Tree Surgery

We are hoping to have refreshed information on

- Who's who – about all our staff – including any specialisms
- About our services
- Patient advice and guidance sheets
- How best to access us / make the most of your appointment
- Photo-board with who is in

Text for Teens Idea (after the meeting by post)

Suggestion from a PPG member to set up a subscription text service for teenagers. In particular reference to 'embarrassing' substance abuse/ sexual health matters. This idea will be taken to a practice meeting regarding how it might be implemented. SMS Text functionality is due to be switched on during the Summer. The system is currently set up to be broadcast rather than two-way and as the proposer recognises, there are data governance issues to be considered.

Lancing and Sompting Area – Health Promotion Day

Other local GP practices are considering holding a Family Health Promotion Day. There was interest in supporting this from some members. Initial thoughts are to work alongside an already existing event.

Making the Group more active

We had a discussion about how to make the group more active in between meetings.

You suggested that it might be a good idea to meet independently of the surgery to discuss your thoughts and ideas and then present these to us. We think that this is a great idea and would very much like to support you with this.

We will write to all PPG members and ask permission to circulate contact information to enable you to meet up and keep in touch with each other.

We would also like your permission to email you with examples of our updated information sheets for your consideration. To comply with our data governance and security, emails must not contain any personal medical information and email addresses must not be circulated beyond the group. If it is possible to arrange a health day contribution in the next few months we will also keep in touch with you about this.

Thank you again for coming

The Ball Tree Team

