

**PPG Meeting
Minutes
1pm, 9 October 2014**

Attending:

Nicola Husbands (NJH), (Chair), Dr Andy Sapsford, Graham Cook, Chris Phillips, Peter Flynn, Jenny Wainwright, George Thackeray, Liz Baker, Mary Shepherd.

No	Issues	Action
1	<p>Matters Arising</p> <p>None. Minutes of previous meeting amended to reflect Mary Shephard's attendance.</p>	
2	<p>Friends and Family Test</p> <p>We will shortly be introducing the NHS Friends & Family Test at Rectory Meadow Surgery.</p> <p>The FFT is a feedback tool which offers patients of NHS-funded services the opportunity to provide feedback about the care and treatment they have received. Patient's will have the opportunity to feedback to us after every encounter with the Practice as follows: -</p> <p>We would like you to think about your recent experiences of our service.</p> <p>“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”</p> <p>The responses are: ‘Extremely likely’; ‘Likely’; ‘Neither likely nor unlikely’; ‘Unlikely’; ‘Extremely unlikely’; or ‘Don't know’</p> <p>Collated responses to this question will be made available on national and local websites</p> <p>We must then ask a second free text question – not to be reported elsewhere.</p> <p>We will be collecting patient feedback to this question in a variety of ways including text messaging after an appointment, directing patient's to our website, and handing out paper questionnaires in the waiting room.</p> <ul style="list-style-type: none"> • PPG members agreed that the PPG could assist with the collation of the free text responses; 	

	<ul style="list-style-type: none"> • PPG discussed what the second question should be – we agreed upon “<i>Describe any ways in which we could improve our service</i>”. • IN terms of how we collect responses to the question in addition to the methods already agreed, PPG members considered a queuing message on our phone system, and a message on the online booking site would be useful. • All agreed that we should also hand out slips of paper from the GPs at the end of a consultation. • Further it was agreed that this slip of paper would include a message about the presence of the PPG and an invitation to join. 	
3	<p>Consideration of Patient Feedback</p> <p>Members considered the NHS Choices feedback (and compared to other local practices), the suggestions box comments and the national GP survey results. All agreed it was not enough information to go on, to start proposing changes to services.</p> <p>It was agreed that we would consider the information again at our next meeting, at which point we would have the first 2 months of the FFT results, plus the 2014 National Patient Survey results.</p> <p>It was also suggested the FORMS (Friends of Rectory Meadow) and Meadowlarks (our elderly exercise class) may be able to provide useful feedback and NJH would look into this.</p> <p>Long discussion about NHS funding/Patient Choice/Practice relationship with CCG!!</p> <p>CP and GC undertook to seek other ideas from other Practice PPGs.</p>	
4	<p>“Bucks Primary Care in the Future” Strategy Paper</p> <p>All members were made aware of this paper and the ability to participate in this important consultation. Comments could be made via a website – address to be advised.</p> <p>CP’s view was that the authors were not looking far enough afield for examples of good primary care practice eg Australia/Israel.</p>	
5	<p>Pharmaceutical Needs Assessment</p> <p>If anyone knows of any groups with a specific interest in this area,</p>	

	please advise GC or CP.	
6	<p>AOB</p> <ul style="list-style-type: none"> • Online appointment Booking – NJH advised that in the past 7 months patients had booked 561 appointments on line. Average 80 per month. The practice was committed to increasing this number but would not be looking to discriminate against those who preferred to use to telephone or book in person. • Mugshots – NJH asked whether members would like a “Rogues Gallery” in reception of all staff at the Practice. Overwhelmingly yes. Admin as well as clinical staff & Doctors. • How do we expand the membership of our group? – Advert on TV screens in reception, FFT slip of paper, Prescriptions note. 	
7	<p>Date of Next Meeting</p> <ul style="list-style-type: none"> • Thursday 22 January 2015, 1pm 	