Wideopen Medical Centre

Patient Participation Group - Virtual Meeting

Wednesday 5 March 2014

PPG Members: Louise Liddle, Derek Weddell, Sharon Fox, Sam Woodhouse, Mary Mein, Wendy Landreth, Louise Gilbert, Rosalind Snowdon, Kath English, Maria Davison, Derek Kay, Mollie Gilbert and Suzanne Tagger.

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|  |  | **Action** |
|  | I am delighted to announce that we have 2 new PPG members, Mollie Gilbert and Maria Davison.  I have met Maria twice since joining the group and Maria is very keen to work with our members as a face-to-face and virtual member dependent on work commitments.  Mollie is in full-time education and again is flexible towards her interaction with the group.  I am looking forward to welcoming them both to our group at our next meeting.  I would like to know the views from our PPG about creating a web-page dedicated to teenagers – offering advice and guidance on topics such as contraception, sexual health, alcohol, drugs, safe use of social media and any other topics prevalent to 13 – 19 year olds. | Could each PPG member contact Sharon at the practice either by email, in person or by telephone to confirm:   1. Yes / No to this 2. Any suggestions re: topics   [sharon.fox@nhs.net](mailto:sharon.fox@nhs.net) |
| **2.** | **Patient Survey**  The results of the Patient Survey were posted to members of the PPG in December 2013 in preparation for January’s meeting.  The survey was carried out 1 July – 31 August 2013 and 281 patients returned the survey by way of completing it in hard copy at the surgery or by returning it electronically. As agreed by our PPG the topic was regarding ‘communication’.  Overall the PPG considered the results to be very positive and reflected the forward thinking approach shared with the practice Information Team and the patients’.  There was a definite interest to move towards email with 50.2% of patients expressing an interest in receiving non-urgent correspondence this way. 91.8% of patients also said they would be happy to receive practice newsletters by email.  SMS reminder service received good feedback and since the survey the practice has 230 new sms users, taking our total number of patients using sms to 1,251 (17.7%).  The Prescription Line received mixed reviews. Whilst most comments were positive, we hope the ‘one-off’ problems have not discouraged the use of this service.  In conclusion the PPG members were pleased with the patient survey results which reflected the ongoing emphasis on maintaining good communication whilst encouraging innovative and diverse ways to extend our approach to communication. | Sharon Fox will prepare the practice annual PPG report due to be published no later than 31 March 2014.  Report to be approved by PPG members no later than Thursday 20 March 2014. |
| **3.** | **Patient Notice Board**  The practice manager received a request by a patient to display a non-nhs poster about Dyslexia. The practice usually only supports NHS endorsed posters / campaigns but recognised that some campaigns not endorsed by the NHS also require some advertising support. The practice manager suggested that the PPG should decide whether a non-nhs notice board would be of benefit, and, also nominate a PPG member to maintain the board ensuring posters etc are kept up-to-date. | Please let me know if you think this would be a good idea and I am looking for volunteers to keep the board up-to-date |
| **4.** | The practice manager was informed of ‘funding’ available as part of the Bellway Development in Wideopen.  The original development application stated for healthcare "£150,000 (for PCT or successor) for the improvement or provision of health facilities in the vicinity of the development. Due: To pay the Health facilities Contribution prior to the expiry of 2 years from commencement of development unless proposals for improve health facilities have not been prepared when a new timescale for payment will be agreed. If not agreed within 5 years of commencement no sum due."    Building work started in March 2012.    Cllr Muriel Green has informed our Clinical Commissioning Group (CCG) of the funding.  After being informed of this, the practice manager also contacted Phil Clow to request further information on how to access the funding. The practice would like to apply for funding to replace the patient entrance doors with automatic doors, some treatment room equipment and laptops to enable GPs to have full access to patient records when visiting patients at home or in nursing homes.  The cost for:  Replacement doors: £10k  Spirometer: £4k  Laptops: £8k  Not a great deal in the scheme of things! | What do we need to do?  Please let me know if you have any suggestions that would benefit from this investment whilst helping to manage the increased patient capacity and need for access. A steer from our PPG would offer great weight to the investment of these funds. |
| **5.** | This year we have 2 new members which is fantastic news but we need to continue promoting the group.  If you have any suggestions, please let me know…  Maria has suggested we advertise the group on the prescription printouts (FP10) | Sharon Fox will update the practice clinical system to include PPG update on the FP10 printout |

I will publish the report on Friday 28 March 2014.

It has been difficult to meet face-to-face but I am hoping that majority if not all can attend the meeting in April.

**Date of the next PPG Meeting will be Thursday 10 April at Wideopen Medical Centre from**

**6.30pm – 7.30pm. Please note reminders will not be sent. Please send your apologies by Friday 4 April 2014.**

**Agenda 10 April 2014**

1. Bellway funding
2. Patient notice board
3. Web-page for 13 – 19 year olds
4. Email project
5. Quarterly PPG newsletters