

Saxon Cross Patient Participation Group

Minutes of the meeting held Wednesday 10th January 2018 at Saxon Cross Surgery

Present: Julie Bryant (Chair)
Michael Rich (Vice Chair)
Bryan Dalton
Frances Rigley
Ann Hyde
Wendy Taylor
Janet Jackson
Tony Oram (Practice Manager)

1: Welcome and apologies for absence

The Chair wished everyone a Happy New Year and welcome. Apologies were noted from Maggie Smith

2: Minutes of the last meeting held 24th November 2017

A spelling mistake was identified in item 3.2 which needed changing to “sent to the Chair. Prior to the meeting, the Chair had been made aware that item 4.1 second paragraph needed changing to read “make an ECG appointment”. Otherwise the minutes were agreed as a true record. In relation to item 6.2, there was a query about a member’s appointment card which had included a potential “double up” of an appointment. Tony agreed to try and find out what had happened but possibly a “glitch” was the cause.

3: Matters arising from the minutes

3.1: Virtual Patient Participation Group (VPPG)

No changes to the VPPG were reported. This item will remain on the agenda until further notice.

3.2: Jargon Buster

Following a meeting on 18th December, queries for the final document have been clarified and it is now ready for distribution. The Chair suggested that there be an introduction page which explained its purpose, who the document is intended for and that it has been developed by PPG members in conjunction with the Practice Team. It was confirmed by the Chair that the CCG was happy for this document to be developed and it will be offered to the other 11 PPGs in Nottingham West for their own benefit. Following discussion, it was agreed that it could not encompass all terms nor be a medical dictionary as this could increase its size too much, but it would note that further information was available from other sources, e.g. NHS Choices. It was noted that the Jargon Buster should form part of a “Welcome Pack” for new PPG members and either an electronic or paper version would be available according to preference plus would also be sited on the Practice website. The link would be shared with VPPG members and advertising it in Grapevine was suggested. All comments would be welcome and the document will be reviewed approximately twice per year. The Chair thanked Bryan for his sterling work on the jargon buster’s development.

3.3 Proposed Carers Event

Tony reported that it would not be possible to hold the event on a Saturday morning at the Care Centre. He will shortly be meeting with a Carers Federation representative to discuss a possible late

spring event and will provide feedback. Consideration was needed on how best to attract young carers.

4: Short update from the Practice

4.1: CQC visit

The results and outcome of November's inspection visit had still not arrived despite being told it would take 50 days, nor had there been clarification of the information requested. The Practice will be chasing this up.

The CQC has also been quality assuring CCGs' compliance with statutory guidance on patient and public engagement standards, based on information within annual reports. PRG members had been provided with a copy of the report and the Chair reported that Nottingham West had scored "green". Highlighted areas for improvement included feeding back about how public involvement has made a difference and also instruction on how the public can access information in different formats, e.g. Braille, Easy Read and community languages.

4.2: Staff sickness

Tony reported that several members of staff had been affected by the recent flu activity and had been told to stay at home so as not to spread it to patients. Therefore, staffing has been at skeleton level over the last 2 weeks. There had been an unprecedented number of requests for help from patients and on Monday 8th January an extra 48 patients had been seen. The Practice had been less busy immediately after Christmas. A small number of pneumonia vaccines had arrived and patients who qualify will be contacted. No information had been received yet from the hospitals as to patients who had been seen with pneumonia.

4.3: Telephone system upgrade

This will be installed next week and its capabilities will be reported at the next meeting.

4.4: Mystery Shopper

The results of the latest exercise were shared which showed that Saxon Cross continued to meet the standards of answering calls within 60 seconds and offering appointments within 3 days. All comments about interaction with the Reception Staff were positive.

5: Update from the Patient Reference Group (PRG)

5.1: Sustainability & Transformation Partnership (STP) and Financial Recovery Plan

Details of the public meeting planned for Beeston had still not been decided, but could be in April. The Chair will inform everyone as soon as the date and time is announced. The 3 borough CCGs continued to make financial savings following the decision to stop prescribing medicines that could be bought more cheaply over the counter. The Chair reported that she had been made aware of problems encountered by the Accountable Care System (ACS) in Valencia, which was supposed to be the model for the Greater Nottingham ACS. Clarification will be sought at the next meeting of the Citizens Advisory Group, which is working with the Greater Nottingham STP. At the PRG Development Day copies of a public document were shared which explained the purpose of the STP. The Chair showed the meeting a printed copy of the document and an electronic copy will be attached with these minutes.

5.2: Annual Patient Survey

Following discussion at a previous meeting, members' thoughts about the annual patient survey questionnaire have been shared with the PRG, particularly in relation to the question about waiting. Several other PPG reps were of similar mind and agreed that this question was sometimes missed because it could not be answered until after patients had been called though. It was agreed at the PRG that a suggestion be made to the CCG that this question should focus on waiting in general, rather than the specific appointment on the day, which would enable the question to be completed much easier. It was not known if the CCG had accepted this suggestion and no dates have been fixed yet for this year's annual survey.

5.3: Urgent & Emergency Care Strategy and Discharge to Assess

There had been presentations on both of these topics at the last PRG meeting. Firstly, NUH's strategy and improvement plan for urgent & emergency care was presented, developed to prepare for winter pressures and to achieve national standards. The strategy included re-routing of acute medical staff from outpatients to A&E to deal with extra demand, cancellation or reduction of elective work during Christmas and New Year and discharging over 300 patients with supported care prior Christmas to free up beds. There were no delays of ambulances holding patients outside the A&E door. A hospital trust in Luton had consistently been achieving emergency care standards and had shared their practice with NUH.

To support the above strategy, a Discharge to Assess system had been introduced in October 2017. The principles were that no patients stayed in hospital more than 24 hours after being medically safe or discharge, patients will no longer have their long-term care assessed within hospital and consideration of home first is the priority. Discharge pathways had been integrated and streamlined across the Greater Nottingham CCGs to ensure that patients were placed on the right pathway. It was noted by member that pharmacy at the hospital was open until midnight for medication collections. Concerns were also raised that if this system failed then the impact on GP services would increase.

6: Any other business & discussion

6.1: Practice newsletter

It was agreed that the PPG will contribute an article to the next newsletter and content would include advertising the jargon buster and VPPG membership. Other ideas included examples of comments in the suggestion slips, actions taken and the location of the box. Making the Suggestion Box more visible was also suggested, perhaps via a message on the TV screen. Tony reported that there was a plan for a practice e-mail address so that patients could submit feedback and questions and it was thought this could also be used for communication with the PPG. It was agreed that the PPG's notice board needed re-vamping and ideas were welcome.

6.2: Meeting times

The Chair invited any comments or thoughts on whether or not evening meetings would be held during the summer months. It was pointed out that this was tried last year in an attempt to attract people who could not attend during the day but this had not generally happened. Therefore, it was agreed to revert back to day time for all meetings at the moment and shelve a final decision at a later time. Discussion was needed on how to attract younger people.

6.3: Suggestion slips

2 suggestion slips had been posted in the box. The first one contained negative comments about the Reception staff and the second contained compliments and praise for Dr Helen O'Neill. Both will be shared with the Practice Team.

7: Dates of next meetings

All on Wednesdays from 2 to 4pm

7th March 2018

11th July 2018

9th May 2018

12th September 2018

7th November 2018