

Patient Participation Group report – 6 June

Brook Square

Frequency of meetings: The group aim to meet four times a year, usually three to four weeks after the SRCCG PRG meeting in order to update members on the latest CCG matters.

Membership of the group: The group has seventeen patient members including the chair and three surgery members – a GP, the Assistant Practice Manager and an administrator.

What is working well: Meetings are well attended and are lively and constructive with everybody participating. There is close co-operation with the practice in improving service in some areas which patients notice more than surgery staff for example improvements to the waiting area and addressing privacy issues.

What is not working so well: There are still not enough members especially younger patients. The aim is to promote the PPG to new potential members via the new notice board on the waiting area which is dedicated and managed by the PPG. The group would also like to see the surgery promote itself better.

Achievements of the group: Following a promotional campaign and recruitment drive the PPG became patient led from October 2017 with new and enthusiastic members So far the waiting area has been redesigned with pictures on walls. They are now looking at telephone system and whether to install a separate urgent telephone line They are also reviewing privacy at the reception area and considering a barrier back from the reception desk saying 'please wait here'. The group are also looking at developing a patient booklet that can be displayed on the PPG noticeboard.

Identify a topic that the CCG should be looking at in more detail: The CCG could produce a video for screens on surgery issues with messages on antibiotics, overuse of medicines, buying medicines over the counter, self care etc.

Question: How did you manager to recruit new members?

Answer: Recruited new members during flu jab season at flu clinics and also put up posters. As a result of this the enthusiasm among the members has increased over the last 6 months

Do you need additional support: No thank you but we are always happy for a member of the CCG to attend a meeting

Derwent Surgery

Frequency of the group: Derwent is a large practice with meetings held quarterly. The meeting used to be chaired by the Practice Manager but is now chaired by the group.

Membership of the group: There are ten to twelve regular attendees - all a certain age. The group struggles to attract younger members. The meetings involve inviting external speakers such as Yorkshire Doctors, the North Yorkshire County Council Living Well team.

What is working well: Excellent relationship with practice staff and get good support from GP's. Always have a good turnout to the meetings as well as frequent guest speakers from different trusts, charities and various areas of the NHS.

What is not working so well: It is disappointing that the Practice Manager doesn't attend. The group are also reviewing the telephone system as it come out very poorly on patient surveys.

Achievements of the group: Have implemented a better telephone service due to a number of complaints from patients about waiting time etc. Now have an option for emergency's which has helped reduce waiting time for regular queries.

Identify a topic that the CCG should be looking at in more detail: At the moment it seems that patient who live in Ryedale and require a 24 hour heart monitor have to go to York for this. They then have to go back early the next day to return it so it can be cleaned and issues to another patient – could this not be done at Malton Hospital. The group have been advised that the expertise exists at Malton Hospital. The CCG also need to ensure that patients know that Humber Teaching Foundation Trust is now running community services in Ryedale.

Do you need additional support: At the moment we are happy with the support we are getting. We would be interested to know what kinds of support are available.

Question - is the urgent telephone option abused?

Answer: The representative from Derwent Surgery was not aware of whether this was the case but Carolyn Liddle (Practice Manager at Filey Surgery) fed back that their urgent telephone option is as patients have different ideas of what urgent means!

Filey Surgery

Frequency of meetings: Group meets four times a year but they also have a virtual group who are communicated with electronically.

Membership of the group: The group has 10 patient members and one practice manager. A GP does also attend sometimes.

What is working well: There is good communication and engagement with patients. The surgery produces a newsletter four times a year which aims to let people know who the PPG are. There is good support from the surgery and the Practice Manager attends the meetings along with admin staff and occasionally GP's.

What is not working so well: All the group members are of a certain age and would like to attract younger members.

Achievements of the group: They do talks to local groups to raise awareness of the PPG. They have also done stalls at a couple of local events but often these have mostly been attended by holiday makers. They have supported flu clinics which is a good way of getting to talk to people. They also have a suggestion box. They have manned stalls at 2 local events to engage with the public.

Identify a topic the CCG should be looking at in more detail: The CCG should be encouraging more patients to self-care.

Do you need additional support: We do not currently need any further support as we are fairly happy with the support we are currently getting.

Hackness Road

Frequency of meetings: The group meets four times a year.

Membership of the group: The group has eight to ten members.

What is working well: New head of reception with lots of ideas. Information folders in waiting room for patients – dementia, diabetes and healthy lifestyles

What is not working so well: Trying to get through to patients how practices have changed and that they may not need to see a GP. Also encouraging patients to say about their symptoms so that they can be navigated to the right place.

The meeting said that there were some issues with this as patients did not necessarily like to divulge personal health issues to reception staff. Martin Braidwood, Primary Care Business Manager, spoke about an initiative where when a patient rings they firstly hear a message from a GP saying 'this is doctor xxxx, in order to make sure you receive the most appropriate care and treatment I am going to put you through to my colleague who will ask you're a few questions'. This tactic has worked well in other areas.

Achievements of the group: The group have held two walks for health, dementia sessions, have facilitated surveys and have participated in the Commissioning Maze.

Robert Goodwill MP is attending the meeting on 15 June to answer questions on social care. There is also a brand new reception team and the Practice Manager now attends the meetings.

Identify a topic that the CCG should be looking at in more detail: More work on patients not necessarily needing to see a doctor, emphasising the other roles within the practice.

Do you need additional support: Not identified.

Peasholm Surgery

Frequency of meetings: The group meets four times a year but since the merger there will now be two Peasholm specific meetings and two with the whole group from Belgrave, Falsgrave, Peasholm and Prospect Road.

Membership of the group: The group has fifteen members and twelve regular attendees. There is also a representative from the practice. Some members are working so the group meets in the evening.

What is working well: The group has a brilliant relationship with the practice. The group is very good at communicating with patients and the practice.

What is not working so well: The group does need more diversity and some young people. Finding a second representative to attend the PRG has been a challenge. The Practice Manager is excellent but her role is changing due to the merger so the group is not sure what the future holds. There has been quite a lot of disruption due to the merger so the group has spent a lot of time trying to inform and reassure patients. The virtual group is not working so well as communication can be difficult due to email excluding a lot of patients.

Achievements of the group: An annual patient survey. Successful navigation of the merger and keeping patients informed about this.

Identify a topic that the CCG should be looking at in more detail: the use of jargonistic language can be a problem – not everyone knows what the commissioning maze and the loop and what is a virtual engagement network. These things need explanation so the CCG should produce leaflets.

There is also a worry about services moving to York particularly among older patients.

Do you need additional support: Not identified.

Prospect Road

Frequency of meetings: Meetings are held quarterly. Since the merge with Peasholm, Belgrave and Falsgrave it has been proposed that we meet as a branch Surgery twice in the year and as a whole group (with the other branches) twice in the year.

Membership of the group: Membership of the group is open to all patients and all new patients are offered membership on registering with the practice.

What is working well: Positive suggestions by group members have been well received - as a result of patients' initiatives, there is now a better reception area, waiting rooms, and redecoration has taken place. Noticeboards are now themed and a member of staff with real skill in presentation has responsibility for all information displays. Consulting room doors now have better sound insulation. Any problems brought to the group have been mostly resolved and the practice manager is very proactive and adept in dealing with any issues personally with patients. The Patient Group has been active in helping to dispel the myths and legends which developed before and after the merger was announced.

What is not working so well: There has been upheaval due to the merger. The group is not diverse. Also the group does not represent sufficient diversity in respect of age. In need of younger members too and those willing to agitate for improvements in the surgery's care of specific chronic conditions.

Achievements of the group: There is now a better reception area and waiting room plus noticeboard and better signage on consulting room doors as a result of the PPG. The eating group, run by a patient, is very successful. The group has been working hard to inform patients regarding the merger and dispel myths. The group has also attended flu clinics. Managed to utilise a regular newsletter, TV, local radio and the local newspapers.

Identify a topic that the CCG should be looking at in more detail: Integrating health and social care and training up pharmacists.

The CCG should also be looking at social isolation and mental health services

Do you need additional support: Is there any available? Help would be most welcome.

Scarborough Medical Group

Frequency of meetings: The group meets quarterly

Membership of the group: The group currently has four members. They have been advertising in the surgery and on the surgery facebook page for more members.

What is working well: The meetings are very informative and keep everyone in the loop on what is happening within the practice.

What is not working well: There have been four different practice managers in a short space of time which has been disruptive. The group are all retired, all white and all over 60 so it needs more diversity. The group needs to get more well known to the patients.

Achievements of the group: After a break of almost a year which was caused by Practice Manager unavailability, we have managed to get the meetings back on track and have made sure everyone is up to speed on what has happened in the interim.

Identify a topic that the CCG should be looking at in more detail: How to get PPG's more well known amongst regular patients.

Do you need additional support: Help in promoting PPG's across Scarborough.

Sherburn and Rillington

Is a small and very rural practice covering a very wide area. The needs of the patients are quite complicated.

Frequency of meetings: The group meets quarterly but they have missed two meetings recently as the Sherburn surgery has been having a lot of building work done.

Membership of the group: The group has a combined membership of GPs, practice staff and patients across the two sites. They have decided against having a patient only group. The group consists of five patients plus 1 GP, 1 Practice Manager and a practice rep who takes minutes.

What is working well: Consistency of membership established since 2011. The Practice Manager chairs the group and the same GP representative attends every meeting – it is the senior GP partner. The meetings are in the evening and have a formal agenda. The meetings contribute topics for the practice newsletter and gives feedback from the PRG. The practice has recently received good feedback from CQC on its PPG.

What is not working so well: The group haven't met since September due to the building work.

Achievements of the group: The group has a consistent membership. They facilitate the completion of surveys and have supported the practice through the building work. Also improved the distribution of the practice newsletter.

Identify a topic that the CCG should be looking at in more detail: the CCG needs to provide resource and experience to meet the increased demand for services. We will need more community services as secondary care will not be able to cope with the aging population.

There also need to be better staff retention policies to keep staff in the NHS and policies to attract women returning after having children.

Do you need additional support: The group have discussed arranging an open day locally as a forum to bring in local voluntary sectors to hold stands so other patients/ carers can develop knowledge of what services are available. This is yet to take part due to lack of support. We are wondering if there is any support the CCG could provide?

West Ayton

Frequency of meetings: the PPG has been in existence for five years and meets six times a year.

Membership of the group: The group has ten to twelve members

What is working well: The group has a good relationship with practice and the practice is well run with great appointments system.

What is not working so well: There are only mature people coming to the group – they have tried to get younger people to come with no success despite varying meeting times. They would like the PRG meetings to be more informal. How does the group preach to the non-converted and educate more people about the PPG?

Achievements of the group: Regular open days at the practice – there have been five so far. They hire the village hall and have stalls such as cancer and age concern. They also have cooking demonstrations which are very popular.

Identify a topic that the CCG should be looking at in more detail: More informative patient rep meetings. More steps to educate the public on PPG's.

Do you need additional support: Additional support is always welcome.

Extra points: Put diversity on a future agenda – how can we support GP practices to encourage younger people to join? The PRG praised our council tax leaflet – said it very useful, good idea and a big improvement on the feeling off colour leaflet.