

**Park and St Francis Surgery**  
**Patient Participation Group – General Meeting**  
**Held at St Francis Church 19<sup>th</sup> April 2017 at 18:15**

### **Introduction**

Claire Parsonage, Chair of the PPG, welcomed around 30 attendees and introduced Jan Blann (Vice Chair), Peter Turnill (Secretary) and Brian Saunders (Committee member).

## **AGM**

### **1. Apologies**

An apology had been received from Phil Waterton

### **2. Minutes of the 2016 AGM**

The minutes of the previous AGM were accepted as a true record (Proposed - Jan Blann, Seconded - Peter Turnill)

### **3. Chair's Report**

Claire Parsonage reviewed the work of the PPG Committee over the past year (her full report is included below). Her focus has been on improving communication between the Practice and the patients. She sought inputs on:

- How to get younger people involved
- How to promote the value of Pharmacies
- Gaining acceptance for consultation with the available GP (as opposed to one's usual Doctor) where time is critical
- Ideas for the 'Practice Newsletter' - for instance, information on local support groups.

Paying tribute to the support she had received from the Committee, Dr Rickenbach and Practice Manager, Sue Levesque, she hoped that the seeds that have been sown will develop and be allowed to flourish. In closing she reminded the meeting that the Committee would welcome new members.

### **4. Vice-Chair's Report**

Jan Blann gave an update on her interaction with two local organisations:

**Clinical Commissioning Group (CCG)** - The West Hampshire CCG is responsible for 550, 000 people. It is chaired by a local GP and its aim is to provide health care in the right place at the right time - commissioning all health services. It is focusing on self-help initiatives such as 'Get Hampshire Walking', 111 services and self- care. There were 57 million GP consultations in the last year concerning minor ailments. This cost £2 billion, which gives some idea of the scope for diversion of scarce resources to the more serious problems.

**Dementia Action Group (DAG)** - This organisation is supported by Eastleigh Borough Council (EBC) and 'Dementia Friends'. Its aims include 'dementia friendly' business (EBC work on this), awareness sessions and activity afternoons - both open to all. Coffee mornings usually have a theme and include coffee and a cake for 50p! Information on the DAG and its work is available in the Surgery

### **5. Committee Membership**

All current members were prepared to stand for another year. They were re-elected en bloc (proposed Colin Davis, seconded - Joan Clarke). There were no new applicants.

### **6. Close of AGM**

Claire thanked those present for their attention, and introduced Dr Rickenbach.

## INNOVATIONS IN THE PRACTICE

Dr Rickenbach gave a PowerPoint presentation reminding the meeting of the history of the practice while looking at developments to improve patient support. These included:

**Well-being/Frailty** - this concerns the development of a multi-disciplinary group to provide an integrated service aimed at improving the well-being of the frailest patients - often 90 - 100 years old. He encouraged the meeting to explore the issues involved and there was some discussion around isolation, and caring for the 'carers'. 62 cases have been dealt with so far and the evaluation shows a reduction in admissions and an improvement on the quality of life.

**Health Walks** - This was a local initiative started in 1999. Walks are graduated to allow a build up as fitness improves and coupled with concessions at leisure centres. It has now been taken up nationally. This was sometimes associated with 'pet therapy'.

**Pre-consultation** - Much of a GP consultation is taken up with obtaining information which could be available in advance. Discussions amongst attendees quickly identified possible benefits of doing so. A pre-consultation form has been developed and is under trial. This collects a list of problems, how long they have been present, which is most important, and the patient's Ideas, Concerns and Expectations (ICE). The form is available on the practice web site (<http://www.parksurgery-hursleyrd.co.uk/info.aspx?p=14>)

**Counselling** - The Practice has links with local colleges where students (who need 100 hours of face-to-face counselling as part of their coursework) work with the Practice to support patients.

**Knowledge sharing/Retrieval** - This initiative aims to index useful information in such a way rather it can be accessed readily by staff, saving time and making information available.

**The PPG** - Since its inception it has provided valuable support to the practice.

**Research/Teaching** - The Practice retains funding and improves its awareness by participation in these activities. Examples of research work include FAME (tiredness in the last 3 months), CANDID (coughs or bowel problems lasting more than 3 weeks), REDUCE (reduction in the use of anti-depressants), CEDAR (ear pain), SPIRE (cholesterol) and COPD (inhalants).

### Questions from the floor included

- Phone answering - Despite improvements there were still problems. Where possible callers should avoid Mondays and mornings.
- Depression - This falls into two categories: reactive (e.g. bereavement - potentially treatable with counselling) and 'out-of-the-blue' (thought to arise from a chemical imbalance, and needing medication to correct).
- Missed appointments - Statistics are published in the surgery. Still a problem but improving.
- PPG v Virtual PPG - Originally conceived as a way of involving people without the need to attend meetings. Members of the PPG are also members of the virtual PPG by dint of their emails being included on the list.

### Closing comments

Claire Parsonage thanked the speakers and attendees and reminded members that the next meetings will be held on 12th July and 8th November at the same venue.

PT/CP 23/04/17

# Park & St Francis Patient Participation Group

## Chair's Report - 2017

The key element in the plan for this year focused on the area of fostering improved communication between the Practice and its Patients. As with all plans, some things have worked and others are yet to come to fruition. I know that we need to engage with a more diverse group of patients and this is something we must continue to work on.

### OPEN MEETINGS

There are four **full** meetings a year when **all patients** are invited to attend. These comprise both updates from the PPG Committee on actions taken on their behalf, and health initiative presentations. I think it important that we involve our own GP's and Practice staff in these, as several have specialisms. For example, Dr. Arden gave a talk entitled 'Looking after your Heart' (106 attendees), and Kate Lockhart (the Nurse who runs the Diabetic Clinic) gave a talk about 'Diabetes and Travel Advice' (63 attendees). We have also had a local Orthopaedic Surgeon, Mr Hugh Fox, talk about Knees and Hips (65 attendees).

We decided to reach out to the wider society and had a speaker from the Alzheimers Society, a 'Dementia Champion', Katherine Barbour, who gave a talk aimed at raising awareness of Dementia, (102 attendees).

We have just completed a survey (see below) that included a question on what health topics people would like so that we can try and ensure we stay relevant and target topics .

Conscious that we only have the four 'open to all' meetings a year and there are lots of topics to cover, we are starting 'awareness stands'. As 'Dementia Awareness Week' begins on 15th May and as this subject attracted over 100 attendees, I have found a Dementia Support Worker to come and have a stand in the St Francis waiting room for a couple of hours on Tuesday 16<sup>th</sup> May from 9.30am – 11.30am. We will see how it goes and if it works I hope to run these once a month trying to link in with topics that people have concerns over.

### SURVEY

The practice survey in 2017 was run by the Patient Participation Group from 23rd - 30th March. This is probably the most time consuming contribution for the PPG. My thanks to Peter for sourcing the survey method and to Phil for assisting with it's testing. The survey covered several aspects and results can be found on the practice website ([www.parksurgery-hursleyrd.co.uk](http://www.parksurgery-hursleyrd.co.uk)). I have picked out 5 of the more interesting observations from the survey.

**Overview** - This year we were able to utilize an email list of some 3,200 patients. The breakdown of survey responses was Online 605, Paper 50 making a total of 655.

**Gender** - Of the 645 responses to this question there were Male (199) Female (435).

**Age** - The majority of responses fell into the 50 - 79 age brackets, which makes us aware that we need to try and find a way to engage more with those under 50.

**111 / Pharmacist Service** - There was encouraging use of the 111 service but a 52/48 split to consider contacting a pharmacist for advice. Consideration should be given to communicating the knowledge/ skills that Pharmacists have in the area of medicine.

**Limited NHS resources** - It was noted that (237) patients considered that within limited NHS resources the most important consideration was access to a GP on the same day with (221) wanting easier access to their usual GP. We need to promote the fact that there is access to **A** GP.

**Topics for Meetings** - 507 patients responded to a list of topics for presentations at PPG meetings. There were 272 wanting issues related to Women's health discussed and (251) considered that Dementia was high on the list. Of the number of responses 171 wanted a presentation on Men's health.

There were over 70 suggestions for 'other area's/ topics of interest. These have been analysed by the PGG and they fall broadly into the conditions of arthritis, asthma and breathing difficulties, prostate, support services, fitness.

It is clear that there is strong support for the presentations made at the Patient Participation Group quarterly meetings. There is a need for information on a variety of topics which the PPG will look to address through a Newsletter, Awareness stands at St. Francis Surgery and other social media.

## **NEWSLETTER**

We have started a Newsletter which went out for the first time last week. We hope the information in it will

- alleviate pressure on the surgery,
- raise awareness of the PPG
- generate interest in health and practice matters and refer patients to the practice website and Facebook page,
- provide updates on changes in the Practice
- increase communication with patients
- inform of statutory and voluntary organizations, and direct readers to full articles on relevant websites,
- educate on health matters
- improve efficiency of practice
- advise of wider community activities
- create an archive for future reference

We hope that some may find it useful and that readers will give constructive criticism. In order to reach a larger, more diverse audience, that same information will be placed on the surgeries' Facebook page

## **NETWORKING**

We meet with fellow PPG's twice a year to look at common issues. We also have contact with the Clinical Commissioning Group (CCG) and the Dementia Action Group (DAG). Jan Blann, our Vice Chair, will report on these.

## **CONCLUSION**

I would like to place on record my thanks to the current members of the Committee and Sue Levesque our Practice Manager and Dr Rickenbach our GP Liaison. I believe that we have sown a number of seeds that are slowly developing and I hope they will be allowed to flourish in the next few years. We would welcome new members to our Committee.