

POTTERELLS PATIENT GROUP

Meeting held on 19 February 2019 at the Surgery at 10.30 am

Present	Martin Connolly (Chair), Maurice Gammell, Tricia Clough, Lilian Cross, Jan Allan, Nigel Bain, Jean Nuckey, Eric McLaughlin, Sandy Usher-Smith, Audrey Sparkes, Lilian Cross, Maureen Cook, Chris Bewley, Asiya Ali, Pamela Davis, Kelly Wright(Hertswise)
Apologies	Dr James Ridout, Lyn Warren, Angela Smith
Distribution	ALL

Item	Details discussed	Action By	By When
	Welcome and introductions The chair welcomed members, and a new member of practice staff, Asiya Ali, Assistant Practice Manager, and Kelly Wright from Hertswise		
	Minutes of Meeting held 4 December 2018 were approved with the addition of Pamela, who had attended the meeting but who had been missed off in the minutes.		
	<p>Matters arising;</p> <ul style="list-style-type: none"> - Tricia's husband will put together a patient story concerning his experience of diagnosis and management of a pre-diabetic condition in about two months when he has had more experience of dealing with his condition. - further to information from the PNQ about triage, Lillian discussed under Practice Update - the cardiology presentation from the Health and well-being event at Wylllyotts has been requested by Lillian. She will follow up 	<p style="text-align: center;">Tricia</p> <p style="text-align: center;">Lilian</p>	<p style="text-align: center;">April 2019</p> <p style="text-align: center;">April 2019</p>
	<p>Hertswise Dementia Support</p> <p>Kelly Wright from Hertswise Dementia support attended the meeting to outline the work of the group: Information and advice on memory loss and early dementia Group and one to one support Carer support groups and advice Kelly emphasised that the services are part of the whole dementia support system, and are intended to help those in early stages, and thus avoid last minute and high-level intervention when people are in severe difficulties. She left fliers and posters with the group to help raise awareness. The Chair thanked Kelly for her input.</p>		
	<p>Communication Project Update:</p> <p>Maurice summarised the current status of this project and the ongoing objectives, drawing on the bullet points from the last minutes.</p>		

	<p>The group working on communication has found several areas challenging and this has prevented the group from moving forward. MG felt that to formulate a cogent strategy, the group needed, but had difficulty with:</p> <ul style="list-style-type: none"> Defining communication in this context Establishing ownership of information Obtaining a mandate to circulate information Gaining any ability to influence Getting “buy in” and direction from the surgery <p>The PPG needs to communicate more with Potterells’ patients, but the major points still to tackle, are as before:</p> <p>WHY we want to communicate? WHAT we want to communicate / What Message? HOW to best communicate our message?</p> <p>There was further discussion on the merits of having more e-mail addresses in order to be able to communicate effectively with more patients. The % of current email addresses was quite low. SMS details were higher, but as some information to be disseminated to Patients would be too much, SMS was not ideal for all occasions.</p> <p>Lilian advised that she look to gather more email details of patients.</p> <p>Nigel presented a paper updating the group on what is currently available and visible to patients in the waiting room. Tricia and Eric had spent considerable time observing and talking to patients in the surgery and concluded that people do not generally look at the notice boards. This was handed to Maurice to review.</p> <p>The focus board, bereavement leaflet and directory were felt to be successful projects by the PPG in connection with communication and were discussed in more detail.</p> <p>Some additional points made include:</p> <p>Would Facebook be a good way of communication. The current Facebook set up Potterells was not suitable, some other practices have successfully introduced this social media with success, Lilian to investigate.</p> <p>SMS messages are not always being received- this needs testing again</p> <p>Should the practice have an IT specialist (not possible, LC)</p>	<p>Lilian</p> <p>Maurice</p> <p>Lilian</p> <p>Lilian</p> <p>Lilian</p>	<p>ongoing</p> <p>April</p> <p>April</p> <p>April</p> <p>April</p>
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	<p>Newsletter would be good but needs good format of communication and it was thought that as we had not produced one for a while, this should be re-considered</p> <p>Also, under communications, the group agreed that the meetings between PPG's Chair, Maurice and practice staff be reinstated</p> <p>Focus board and Focus areas Needs to be repaired and the content updated. Asiya mentioned that her previous practice had four focus areas dealing with Carers, Well Being, Practice Information and General Issues arising from the NHS, for example bowel screening.</p> <p>PPG Promotion It was agreed for the PPG to be promoted for one week this year at the surgery</p> <p>After a wide-ranging discussion, the group largely agreed that leaflets and notices on boards don't receive much attention from patients. Focus boards which are eye catching, up to date and relevant seem more appropriate. The following action points were agreed:</p> <p>The practice staff would consider Asiya's suggestion of reorganising the existing boards into four focus areas</p> <p>The PPG would continue with their own focus notice board, updating each month under guidance from the practice about relevant topics. A different person from the group would do this each month, with help from practice staff and other group members as appropriate.</p> <p>Audrey will take on the March project which will be on brain tumours and other conditions.</p> <p>Other members of the group would also take on projects:</p> <p>Sandy Usher-Smith. April Nigel Bain. May Chris Bewley. June Tricia Clough. July Jean McLaughlin. August Eric McLaughlin. September Pamela Davis. October Maurice Gammell. November Lyn Warren. December</p> <p>Martin will liaise also with NHS etc, and provide additional</p>	<p>Nigel</p> <p>Martin/ Lilian</p> <p>Nigel</p> <p>Lilian/ Asiya</p> <p>All</p> <p>Lilian/ Asiya</p> <p>LC ALL PPG</p> <p>Audrey with help</p> <p>All</p>	<p>April 2019</p>
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	<p>input</p> <p>NB! It is important to commence planning and obtaining literature and flyers a month before the one allocated!!</p>	<p>Martin</p> <p>All</p>	
	<p>Practice Update. Asiya Ali (Asiya.Ali1@nhs.net) has been appointed assistant practice manager. She gave the group a brief outline of her previous experience and was welcomed by the Chair.</p> <p>Upstairs waiting room confidentiality was discussed. Difficult to maintain audio confidentiality as sound carries through walls, doors and flooring. Music from radio can help, and Lillian is looking at possibility of piped music due to unreliability of radio stations.</p> <p>Upstairs screen is sometimes not switched on as may be overlooked by staff, plus upstairs doctors tend to call their patients in so don't need the screen for that purpose</p> <p>Lillian will remind staff to switch on the screen and radio in the mornings</p> <p>Marie Curie Visit Marie Curie visit took place and was mainly focussed on fund raising with posters, opportunity to make donations, and promotion of the charity</p> <p>Patient Survey The practice was again congratulated on the recent patient survey results. Lillian reported that information on certain areas of good practice at the surgery had been requested for local dissemination.</p> <p>Networking and Triage Lillian updated the group on a system of triage which is to be trialled and will involve various members of staff taking initial phone calls from patients so they can be referred to the health professional considered most appropriate. This system works best when the initial message the patient hears is from the most senior GP partner, who explains the system before the call is passed on.</p> <p>There will also be some amalgamation and sharing between practices in the Hatfield area.</p>	<p>Lilian</p> <p>Lilian</p> <p>Lilian</p>	
	<p>Coping with bereavement project The group thanked Martin for his work on this. It was felt to be a well laid out and helpful document. Dr Ridout had still to provide his comments</p> <p>Directory Project</p>	<p>Lilian</p>	

