

## Patient Participation Group Meeting

**Date:** 16<sup>th</sup> March 2016

**Present:** Robert Bragg, Tim Nelson, Charlie Khan, Joanna Robinson, Steve Joseph, Adam Havenhand (IT Manager), Susie Uprichard (Business Manager/Partner), Dr Gurjit Barn and Pippa Fitzsimmons (Practice Manager)

**Apologies:** Dineke de Jong, Jenny Bristow, Sam Bussey, Craig King, Dr Kirsty Goddard and PJ Hughes

Matters Arising	ACTION
<p>Minutes from last meeting, 26<sup>th</sup> January 2016 are accepted as an accurate record.</p> <p><i>Did Not Attend policy:</i> copy letters are attached for perusal and comment.</p>	
<b>Agenda</b>	
<p><i>Raising the Patient Participation Group profile in the waiting room:</i> A video demonstration was given how to register for the online services, book/cancel appointments and order repeat prescriptions. This video will be used by the PPG volunteers in the Waiting Room and leaflet handouts outlining how to register the services, as attached.</p> <p>Feedback on the current webpage design: the 'online' section is currently at the bottom of the page and could be easily missed – agreed it needs to be in a more prominent position on the webpage.</p>	
<p><i>'Enter and' View report Healthwatch Sheffield</i> details have been circulated.</p>	
<p><i>Car park survey:</i> Proposal by Steve Joseph to analyse the views and opinions of patients using the car park and publicise these together with the steps the Practice has taken to address parking issues. This would include:</p> <ul style="list-style-type: none"> <li>• Notices on display asking patients to give their vehicle registration number to reception if they are blocking somebody in</li> <li>• Polite notices are being put on windscreen of any vehicles parked in the Practice car park identified as belonging to staff working in local businesses</li> <li>• Previous attempts by the Practice to purchase the surrounding land to expand the car park have been declined</li> </ul>	
<p><i>The Practice Website on mobile devices:</i> demonstration given of the web design for mobile devices, such as Smart phones or tablets. The current website design is not compatible with these devices causing issues with links to different websites. It was agreed in the first instance to ascertain how many people are accessing the website and the device they use prior to making the decision to move forward to with a design change.</p>	Adam Havenhand
<p><i>Draft Practice Newsletter:</i> feedback from the group - they liked the format of the newsletter and found the content interesting. However they would like to put forward suggestions for news item and Steve Joseph has volunteered to edit the newsletter.</p>	Steve Joseph

<p><b>Action:</b> Members to send additional ideas for the newsletter to Pippa either by email or post.</p>	<p>All PPG members</p>
<p><i>Patient survey last survey 2014:</i> agreed to look through this and decide what areas may be useful going forward (previous survey attached).</p>	<p>Pippa Fitzsimmons</p>
<p><b>Any Other Business</b></p>	
<p><b>Clarification regarding the Age Ranges on the Waiting Room media screen:</b>  The media screen suggests various age ranges when a child can be seen without consent of their parent/legal guardian or have access to their notes.</p> <p>The practice supports young people in exercising their choice of medical treatment, and to deal with them in a sympathetic and confidential manner. Where a young person presents at the surgery without adult support they may be booked in to see a clinician in the normal way if the following apply.</p> <p>At the age of 11 a child may be deemed as ‘Gillick Competent’ therefore they can be seen without consent of an adult. A ‘Gillick competency assessment’ is carried out by a doctor to determine whether the child can understand the nature of the advice which is being given and be sufficiently mature to understand it.</p> <p>In addition, Fraser guidelines apply more in the treatment of contraceptive advice and care for girls.</p> <ul style="list-style-type: none"> <li>• The clinician must be satisfied that the girl understands the advice given</li> <li>• The clinician cannot persuade her to inform the parents</li> <li>• That she is likely to continue having sexual intercourse with or without contraceptive treatment</li> </ul> <p>It is also commonly believed that “the parental rights yields to the child’s right to make her/his own decisions when she/he reaches a sufficient understanding and intelligence to be capable of making up her/his own mind on the matter requiring decision”</p>	
<p><i>Phone access:</i> A member of the group reported difficulties getting through to reception at peak times. It is unclear if this is an isolated incident however it will be investigated and the findings fed back to the group.</p> <p>The Practice is aware of the pressure on the phone lines at peak times and last year updated the phone system to try and address this. In addition, the admin team and reception take calls at peak times to try to alleviate some of the pressure.</p> <p>Some of the group commented that in their experience the delays at peak times are reasonable and can only be expected. This is echoed by GP Patient Survey currently states 85% find it easy to get through to this surgery by phone.</p> <p>However, the Practice acknowledges not all patients are able to engage with technical advancements such as online services, therefore more traditional</p>	<p>Pippa Fitzsimmons</p>

routes such as making bookings over the phone or in person and postal requests for medication need to be maintained and optimised where possible.

In line with this it is hoped the steps to increase uptake of online services (booking/cancelling appointments and ordering repeat prescriptions) through promotion in the waiting room and improvements to the website, will reduce pressure on phone access.

To note: Nurse appointments are not available online because of the wide range of appointment types and varying skill levels. However the Practice may look at this as a future development of online services.

**Next meeting: 19<sup>th</sup> May 2016 Thursday at 6 pm**