

Hodnet Patient Participation Group
Summary of meeting held Thurs 2nd July 2015 at The Bear, Hodnet

Present: Christine Charlesworth, Mary Hardy, Derek Hodge, Zyg Nilski, Mandy Pilling, Christine Poole.

DH reviewed matters arising from meetings held 16th April and 4th June:

HMC's feedback from NHS 2014 Patient Survey - Discussion on various aspects of this. DH felt feedback was generally very positive, and drew comparisons with practices at Shawbury (fairly similar) and Market Drayton (quite different). ZN pointed out that our open surgery arrangements made data for certain questions such as waiting time at the surgery for an appointment less than reliable – people's different understanding of what was being asked. Nevertheless he too felt HMC had a good report when compared to national and local (CCG) averages.

It was agreed that the data provided by this survey was still useful and could be revisited by the PPG early next year.

Patient Care post Hospital Discharge – The practice now had software relating to this, but was still unsure how useful it was going to prove. CP to update at next meeting.

Making Practices more welcoming to Young People – in the absence of KC and AR, DH shared his findings. Themes and guidelines can be found in the following Dept of Health publication, downloadable here:

<https://www.gov.uk/government/publications/quality-criteria-for-young-people-friendly-health-services>

A helpful exemplar of how these guidelines have been put to work in one surgery can be accessed here:

www.johnrylemedicalpractice.co.uk/info.aspx?p=12

It was agreed that the content of the latter should be added to our practice website, and displayed in the surgery. (Note: the section on Confidentiality is a legal requirement; the remainder represents best practice.)

Defibrillator Locations: Further discussion on procedures and necessity of calling 999 at once, even if there is a known defibrillator close at hand in private premises. Info recently uploaded to village website can be viewed here:

<http://www.hodnet.org.uk/main/?p=11099>

http://www.hodnet.org.uk/main/?page_id=10854

Patient Access Service: CP reported an average of 30 patients registering each week since the reminder item had been posted on Hodnet village website. Surprisingly, the predominant age bracket was still at the older end of the scale. CC said a poster advertising registration with the PAS was now displayed in the surgery, including info about Apps.

Community Care Co-ordinator: CC reported on info from local commissioning board that funding for a CCC was only forthcoming for 6 months. It had subsequently been confirmed that funding would be available for the rest of this financial year. Discussion around the uncertainties involved in a 6 mth contract only. The general opinion was to go ahead anyway, with the view that a venture already in existence might be more likely to secure repeat funding. CC to relay to the doctors the PPG's encouragement to go ahead.

Non-attended appointments: This did not appear to be a problem for HMC, probably helped by the

availability of open surgery sessions. A manual search on both doc and nurse appts over the last month conducted by CC revealed only one non-attendance.

Report on Care Quality Commission Inspection:

<http://www.hodnetmedicalcentre.co.uk/News/0150d8bc-8304-45d7-96ab-853d37da9305>

A team of 5 had visited on Mon 29th June, with two weeks' notice. CC had presented a short overview of the practice; patients in the waiting room had been interviewed. CC and CP felt the inspection had gone fairly well overall. DH and KC were interviewed first as a team representing the PPG then individually as patients for a total of 45 mins. They stressed the importance of the practice to the village, the value of both the open surgery and the pharmacy and the representative nature of the PPG. They felt the inspection had been generally positive. One useful question posed by the inspector – does the PPG reflect in any way the fact that 3 nursing homes are within the catchment area of the practice? This was felt to be worthy of future consideration; CP to ask Dr Raichura and the nursing home reps for suggestions about raising the profile of the PPG in this regard at their next meeting.

CQC will provide results within a few weeks in the form of a report with recommendations. When these have been implemented a revisit may take place, then a rating will be issued.

Compliance: CP raised the occasional problem she encounters with patients who are unable to take the medication prescribed for them. Discussion around best way to address this problem, how she or they might let the doctors know. CC thought Red Cross may have leaflets around this topic – will investigate and report back.

Discussion around value of health and medication info being readily available in an emergency. MH mentioned a scheme operated by the Lions in some areas, e.g.

<http://www.croftonlions.org.uk/index/messageinabottle.html>

She will drop off a sample cannister for CC. It was felt this sort of facility could be worthwhile promoting.

Date of next Meeting: informal in August, DH to circulate dates.

Next main meeting Sept or Oct, to be decided.