

**STONY MEDICAL CENTRE  
PATIENT PARTICIPATION GROUP**

**Minutes of PPG meeting held on 4th December 2017 at 10.15am**

**Present:** Judith Williams (Practice Manager), Sue Graham (Chair) Gillian Thompson, Joan Crossan, Crad Allerton, AT, Phillipa Prescott, Sylvia Waddington, Daphne Jones.

**Apologies:** Angela Aaronson

**Minutes of last meeting**

It was agreed to publish the minutes of the last meeting on the website.

**Matters Arising**

**SystemOnline User Guide** A new guide has been done but not electronically - watch this space!

**Physiotherapy** An announcement was made on the 28th November that Connect will take over the provision of physiotherapy services and it would seem that telephone triage will be part of the package.

**1.0 Dr Plimmer** is studying for an education qualification so that she can train GPs and is working on a review and development of the appraisal process. She is keen to get good quality patient feedback in order to help GPs in their interaction with patients. A questionnaire was completed by members of the group and there was a discussion about the wording of future questionnaires.

**2.0 Difficulty in getting doctor appointments.** While Dr Plimmer was still at the meeting there was a discussion about how difficult it is to get a timely appointment with the patient's own doctor. The difficulties of achieving this were explored but no satisfactory conclusion was reached.

**3.0 Patient Feedback Review (received at Flu Clinics)** Feedback was good (more than 4 out of 5) in most areas of the practices' work but 3.8 in ability to access the surgery by telephone and 2.9 in ability to access a preferred doctor.

There were many individual comments. Many related to the waiting time to see a non-emergency doctor but a number of others where patients had seen other practitioners e.g. pharmacist, nurse and were satisfied with the response. Work is needed to direct patients to other practitioners where appropriate. It was suggested that Facebook may be a way of putting information out there about that however the feeling from the group was that this might leave the practice vulnerable to negative comments and managing that type of feedback become a time consuming activity – perhaps better to keep the website really up to date and better direct patients to it for information/updates.

The feedback will be put on the website. It includes some inaccurate assumptions about list size and where patients may be living. The feedback from the practice will address these inaccuracies.

Analysis of staffing levels and patient numbers highlight that the practice is providing more clinical time per patient than it has done since 2008. This raises a question about why, when more access is being provided, satisfaction is so low. It could be caused by:

- An ageing population;
- A smaller number of patients with multiple medical conditions are having to use more appointments than might be typical;
- Some patients are coming in to the practice and requesting Drs appointments when alternative solutions might be available to them such self-care, pharmacist, minor illness nurse;
- It could be the growing numbers of people with mental health concerns (from mild to severe) and the apparently reducing number of specialist, dedicated services available to them;

- It could be general health anxiety that was not so prevalent 10+ years ago is causing an increased reliance on general practice (Google???)

In truth it is probably all these factors and many more. The practice is trying to come up with new ways of working that will improve access, but bearing in mind there is not more funding to increase doctors/nurses.

**4.0 Webinar** This is essentially a seminar on the web. CA recently took part in one by NHS England on how access to general practice services can be improved. Participants register, access a website and set their phone up so that they can listen to the presentation as well as seeing it on the computer screen. Questions can be e-mailed in and are replied to and towards the end all phones are opened so questions could be asked verbally as well.

This meeting was generally skeptical about whether these particular proposals would come to fruition as, apparently, it could take up to 3 years for a new scheme to be implemented by which time there could be a change in funding, policy, government etc and all would change again.

**More information about the proposals are available online at**  
<https://www.england.nhs.uk/gp/gpfv/redesign/improving-access/>

## **10.0 Any Other Business**

**10.1 Dementia Friends Seminar** PP and DJ attended this event in November. Stony Stratford is aiming to become a dementia friendly community. The seminars are directed to the whole community at first and then to local businesses.  
 See [www.dementiafriends.org](http://www.dementiafriends.org)

**10.2 Parliamentary boundaries.** The latest parliamentary boundary changes are up for consultation.

**10.3 Locums** There are 2 at present but none after next week. Sessions currently taken by them will be done by other doctors.

**10.4 Hand Sanitizers** Unfortunately this practice will not be able to provide one at the bottom of the stairs.

## **Meeting finished at 12.10 Happy Christmas**

Meetings for next year (2018):

All to start at 10.15

15th January  
 26th February  
 9th April  
 21st May  
 2nd July  
 13th August  
 10th September  
 22nd October  
 3rd December