

# KILLAMARSH MEDICAL PRACTICE

PARTNERS:  
PAUL CRACKNELL  
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**Minutes of the PPG Group Meeting  
Held on 31<sup>st</sup> August 2017 at 13:00  
Killamarsh Medical Practice**

<b>PRESENT</b>	Dr Paul Cracknell (Senior GP Partner) – PC Victoria Webb (Business Manager) – VW David Watson – PPG Member Alan Shepherd – PPG Member Jean Childs – PPG Member Christopher Barry Jones – PPG Member Marilyn Allen – PPG Member David Hanson – PPG Meeting William Parkinson – PPG Meeting Wendy Parkinson – PPG Member
<b>APOLOGIES</b>	Tracey Squirrel – PPG Member Samantha Bennett – PPG Member

NO	MINUTES	ACTION
1	<b>Introduction and apologies</b>	
	<b>MATTERS ARISING AND ACTION LOG</b>	
2	<p><b>Actions from previous PPG Meeting</b></p> <p>Victoria Webb reviewed the October 2016 PPG Meeting minutes; members had been asked to review the new practice website and provide feedback. No feedback was available at present, the group were therefore asked to review again and provide the feedback for the next meeting.</p> <p>The surgery extension has now been up and running for over a year, we are at the final stages of obtaining a completion certificate from the architect and paying the retention monies. The practice would like to thank the PPG for their involvement in the expansion of the surgery and the practice is keen to seek feedback from other patients on the new extension.</p>	Feedback to be provided on the new website by the next meeting
3	<p><b>Staff update</b></p> <p>Victoria Webb updated the PPG group with recent staffing updates:</p> <p>Practice Nurses – Teresa &amp; Kristy have both settled in well. Between them they offer a wide range of nursing care and they are both keen to develop their individual skills further.</p> <p>Practice Community Nurse - Barbara, continues to work closely with patients within the local community that are unable to attend the surgery. The community team ensures that patient is signposted to the correct support services and that care plans are in place for frail and vulnerable patients.</p> <p>Receptionists – Val a long standing receptionist retired in May after 40 + years service, we've recruited two part time receptionists and developed a new reception rota which has generating a better workflow for staff.</p>	

	<p>GP's – Dr Bird and Dr Oldale are a great addition to the Doctors team. Dr Bird is currently on extended annual leave and is due back in January 2018. In the meantime the practice has been very lucky to recruit two Locum GP's to cover during this period which has enabled us to maintain patients access to primary care services.</p>	
4	<p><b>Healthwatch Report</b></p> <p>Healthwatch visited the practice on 5<sup>th</sup> December 2016 and Victoria Webb provided the group with the following feedback from the visit.</p> <p>The report highlighted some positive comments from patients :</p> <ul style="list-style-type: none"> <li>• <i>You have to ring at 8am for an appointment which is fine as I have no problems in getting through or getting an appointment.</i></li> <li>• <i>My two year child was poorly. I rang at 8am this morning and got an appointment at 10:10 same day</i></li> <li>• <i>All the doctors are good</i></li> <li>• <i>The reception and office staff are great</i></li> <li>• <i>Its much better than my old practice, I could be waiting two days for an appointment</i></li> <li>• <i>I have been given the option to sit and wait at the end of surgery which I think is good and I can see whoever is free</i></li> </ul> <p>We also received the following feedback on a couple of concerns and replied to Healthwatch with our comments and any available action plans.</p> <ul style="list-style-type: none"> <li>• Patients commented that the alert board wasn't loud enough when they were being called through for their appointments – The practice therefore has taken the appropriate action and increased the volume on the television screens</li> <li>• The car park gets full - unfortunately the car park is only as big as the surgery area allows. The practice is especially busy on a Monday which was the day of the inspection.</li> </ul>	
5	<p><b>National GP Patient Survey</b></p> <p><b>237 Surveys were sent out by the practice , 119 patients replied which equates to approximately a 50% return</b></p> <p>The practice continues to have excellent patient feedback that is above NDCCG and national benchmarks. Appendix A.</p> <p>Praise was given to the reception staff who have increased the overall ranking position within the NDCCG practices:</p> <ul style="list-style-type: none"> <li>• easy to get through to someone at the GP surgery via phone, Rank position 4 (previously 10)</li> <li>• rating the receptionist at the GP surgery as helpful, Rank position 5 (previously 16)</li> </ul> <p>Overall the PPG group felt that the patients of Killamarsh are very lucky to have a good GP service available to them.</p>	

6	<p><b>Friends and Family Feedback</b></p> <p>The practice continues to have a positive FFT feedback each month, either in writing or via the practice website.</p> <p>The vast majority of feedback is positive and patients say they would be extremely likely to recommend Killamarsh Medical Practice to family or friends.</p> <p>There is a very small percentage of patients who have said they are unlikely to recommend the practice, this feedback however tends to be anonymous and comes via the website and is therefore difficult to address.</p>	
7	<p><b>Practice Newsletter</b></p> <p>Victoria Webb explained to the PPG Group that Killamarsh Medical Practice is keen to ensure that the patients are kept up to date with the practice news and given general health advice.</p> <p>Earlier in the year we started a practice newsletter and are currently on Issue 3.</p> <p>The practice would like the PPG to review the newsletters prior to publication and recommend any topics for future editions.</p> <p>The current newsletter was reviewed during the meeting and a few comments were taken on board and the newsletter adjusted prior to publication.</p> <p>The PPG group asked how the newsletters were being distributed to patients; Victoria Webb advised that laminated copies were available within the waiting rooms, paper copies were also available for patients to take home and that it was also available to download from the practice website.</p> <p>Councillor Jones suggested advertising in the local Parish Magazine that distributes to approx 3000 homes every 3 months, small fee involved. Vikki to look into this further.</p>	VW to contact the parish magazine
8	<p><b>Patient online access &amp; Patient Blood Pressure Machine</b></p> <p>Victoria Webb explained that the practice has to promote online access for patients.</p> <p>In March 2017, the practice just fell short of the 10% target for the number of patients signed up to online services. This target has now increased to 20% for 2018.</p> <p>The practice has already taken the following action to help to achieve this:</p> <ul style="list-style-type: none"> <li>• Online access is an automatic registration</li> <li>• process for all new patients, unless they tick the opt out facility</li> <li>• We've sent SMS to all patients promoting online</li> </ul>	

	<ul style="list-style-type: none"> <li>• access and included information on our website</li> <li>• Information has been included within the Practice Newsletters</li> </ul> <p>The practice is keen to promote online services as patients can:</p> <ul style="list-style-type: none"> <li>• Book appointments online</li> <li>• Order prescriptions</li> <li>• View coded medical records</li> <li>• View test results</li> </ul> <p>The practice would be keen to hear from the PPG member as to how we can promote this further?</p>	
9	<p><b>Locality Meeting</b></p> <p>Mr Hanson advised the group that he has been recently attending the Locality PPG meetings and has found them to be very informative. Mr Hanson advised the group that Killamarsh does very well in comparison to other surgeries. Some practices can't offer appointments for weeks at a time and are struggling to recruit clinical staff members. Mr Hanson also emphasized that a Doctors workload is continuously increasing whilst cuts are being made to the available NHS funds.</p>	
11	<p><b>PPG structure</b></p> <p>Victoria Webb explained that The PPG is very much a patient led group.</p> <p>The practice is happy to continue to chair these meetings at present, however, should anyone be willing to become chair or secretary we would welcome the collaborative working.</p> <p>The group expressed that they are very happy with the current group structure and that no one wants to take on additional duties at this time.</p> <p>Vikki mentioned that a member of the group had requested to join the PPG virtual group and that she will provide feedback via email.</p>	
12	<p><b>AOB</b></p> <p>The PPG asked if the practice would be extending the surgery opening hours, Victoria Webb advised the group that this was currently being discussed at our Locality Meetings with other medical practices. Victoria Webb has carried out a cost analysis for extending our opening hours but unfortunately the funding available at this time does not make this possible.</p> <p>Killamarsh Medical Practice already has a good level of patient access to GP / Nurses appointments, within the core contract hours of 08:00-18:30.</p> <p>Mr Watson asked if we could display a sign asking patients to 'Turn off your mobile phone' as a number of patients are still using the phones in the waiting room and disturbing other patients.</p>	<p>Victoria Webb will provide further feedback at the next meeting.</p> <p>'Turn off your mobile phone' sign to be displayed in waiting areas.</p>
	<b>DATE &amp; TIME OF NEXT MEETING</b>	December 2017

