

Horndean Surgery

Patent Participation Group Committee Meeting

Minutes of Meeting held at Horndean Surgery 13.05.2024

Members Present: TB (chair) DT (dep. chair), JF (secretary), AS, AM, RL, SL, PK.

Practice Partners Present Dr CM, Dr ZH, JS.

Apologies: AI, TL, TH.

Item:		Action:
1	<p>No amendments requested for previous meeting minutes, so these were accepted as a true copy. No AOB items recorded.</p> <p>Update on actions from previous minutes:</p> <ul style="list-style-type: none">• A private email account has been set up for the group's use only to enable 2-way email communication between members. For data security reasons this cannot be used to communicate with patients, this remains solely with the Practice.• TB has been set up to be the named contact for patients who wish to contact the PPG.• Membership of NAPP has been set up for Horndean Surgery, we should receive regular communication and flyers which will be circulated as and when received plus gives us access to resources along with a forum to allow us to contact other PPG members across the Country for advice and guidance. <p>All outstanding actions are now completed.</p>	None
2	<p>Practice Updates:</p> <p>JS shared the news that the Practice are currently finalising the recruitment of a Paramedic to fill the vacant GP post, they will hopefully be able to start delivering sessions in approximately 1 months' time. This will enable the surgery to offer many more routine appointments each day to improve the provision of "acute on the day" care to patients. This will both make more appointments available to patients plus provide the GP's with more capacity to concentrate on the more involved and complex patient needs.</p> <p>Dr ZH confirmed that the Nurse Practitioner role still remains within the practice along with the other specialist roles that are currently within the Practice.</p> <p>JS was asked if this meant that a further GP would still need to be recruited, she confirmed that due to funding this was not possible or needed at this time but would be constantly</p>	

	<p>reviewed especially as the Practice is expecting to increase it's new patient registrations with all of the new homes planned for the Horndean area.</p> <p>JS also shared that a new Diabetic Nurse had started today (13/5/24) and she would be at the Practice a couple of times a month.</p> <p>AS asked about physiotherapy sessions for those with musculoskeletal conditions, Dr ZH said that patient self-referral to a physiotherapist has been available at the Practice for 2-3 years now and is one of the things that the PPG could help with communicating to patients.</p> <p>RL asked if patients who had more than one medical complaint they wished to discuss during an appointment could ask for a double or longer appointment, Dr CM explained why this was not possible but both Dr CM and Dr ZH confirmed that if a patient mentioned any other condition of concern to them or any other clinician during an appointment this would be investigated at the time and not left to another day.</p>	
3	<p>Update from the Comms Sub-Group:</p> <p>PK shared the update from the meeting held at her house to consolidate thoughts around how the notice boards in the Surgery could be redesigned to enable the content to be more visually engaging, as this is a key communication pathway for all patients.</p> <p>Part of this work is to identify any gaps in, or duplication of, the information and to test its accessibility and inclusiveness across the patient demography. PK has been working with a representative from the Practice to ensure that the mandatory and compulsory notices remain prominently visible, and she is also compiling a list of where information can be displayed elsewhere locally such as church halls and pharmacies etc.</p> <p>Next steps are to continue work on the noticeboards, start a resource file for information and Practice Personnel along with implementing a format for "easy-read" documents.</p>	
4	<p>Update from the Patient Experience Sub-Group:</p> <p>In AI's absence TB shared that the Patient Survey has been circulated to the VPPG and is also being handed out to patients visiting the Practice to identify any areas of concern.</p> <p>Currently over 400 surveys have been sent to the virtual group with 160 having been returned and an additional 35 in-house responses received which JS confirmed is a great response to date.</p> <p>From the online survey feedback 100% of patients have said they are happy with their experience at the Surgery and from the in-house responses 96% are happy with 90% of the</p>	

	<p>patients saying they felt listened to which is great feedback for the Surgery team.</p> <p>JS also confirmed that the Practice have upgraded their subscription to Survey Monkey to overcome this issue with the comments box not working on the survey documents sent.</p>	
5	<p>Update from the Patient Education Sub-group:</p> <p>DT delivered his presentation on Supported Self-Management Education (SME) (slides included as an attachment) – the empowerment of individuals to take an active role in their healthcare, along with the list of health conditions which have been prioritised with the Practice for the Patient Education team to focus on.</p> <p>DT presented his finding on the current Horndean Surgery website which contains a vast amount of information for patients but there is no data on how, or if, this is being used to its full potential.</p> <p>The group agreed that this is an excellent portal, and the Patient Education group can support the Practice in raising awareness amongst the patient groups on its verified content.</p> <p>DT asked if there could be a 2-way communication path for patients to use on the website, Dr ZH confirmed this was not possible as this has been used in the past and patients have added personal or medical information which is not appropriate in the public domain.</p> <p>PK mentioned using a Facebook page to raise awareness with patients, JS said that the Practice already have an active Facebook page and all communication with patients must come from the Surgery.</p> <p>Next steps are to plan a test program with the VPPG and appoint an Education Editor to work with the Practice.</p>	
6	<p>AOB:</p> <p>Dr ZH announced that he has been selected to be the Deputy Chief Medical Officer for Hampshire & IOW Integrated Care Board (ICB), he also holds the role of Clinical Director – Transformation, Hampshire & IOW ICB, the group sent their congratulations.</p> <p>Date of next meeting: Monday 9th September 2024 Horndean Surgery, 17:50 for prompt 18:00 start.</p>	