

Hurley Patient Participation Group Steering Committee

Minutes of the Steering Committee on

Thursday 24 January 2019 at 10.00 am

In the Hurley Clinic Conference Room

Present: Christine Tan, Priscilla Barnes, Dilys Cossey, Cortina Henderson
David Pritchard-Jones, Jo Hykin and Guillaume Baltz

Dr Satinder Kumar, Claudette Wright, Pam Elliott and Lucy Harvey (Senior Service Development Manager – Hurley Group)

1. **Minutes of the meeting of 15 November 2018 and matters arising:** agreed.
2. **Steering committee membership.** Welcome to Guillaume Baltz to the Steering Group
3. **Hurley Clinic developments: update.**
 1. **Merger Proposals:** Pam Elliott, Dr Kumar and Lucy Harvey reported on the progress on Hurley and Riverside business case. Lucy informed us that patients will be notified by letter about the merger of the Hurley and Riverside by letter week beginning 4th February 2019. The CCG will be taking of this. We are hoping to have a meeting at the end of February to hear patient's view and to assure them that it will not affect or compromise present services.

It was suggested that the meeting is held in two parts to allow patients to attend. We are presently looking at the Foundry or possibly the Durning library.

Lucy is due to meet with the Riverside Practice before any decision is made on the new name for the two practices. The PPG has put forward *Hurley and Riverside Practice (s)* (HARP).

2. **Access:** Noted that the wait for an appointment had dropped considerable since the last meeting. This has been because of a stable and consistent GP team and them being attracted to work at the clinic, plus changes in the locum market.
3. **New Website:** Pam showed the group the new proposed website that was still in draft form. The Group were asked to respond.
 - . In summary, the Group commented as follows:
 - Felt the 'rooms' idea of the virtual surgery were a little confusing
 - They did not feel that the 'Patient hub' room was a clear concept and did

not understand its purpose

- The group preferred the top line of rooms as 'Appointments (which presume will also include econsults, patient access, etc.)', 'Repeat Prescriptions', 'Self Help' and 'Reception Enquiries'
- They also suggested that the 'Treatment Room' option was unclear and should be displayed as 'Our Services' or 'Services we provide'

The members of the group asked if they could be sent to look at the site in more detail. Pam made it clear that the development of the HC site is part of a wider project that involves all our managed sites so there are limitations on the degree to which personalised customisations can take place. **Agreed: Pam to forward the comments about the new website to the developer and Hurley Group Management.**

4. **Staffing:** The new Practice Operations Manager - Shaju Panickar starts on the 4th February. New GP - Dr Jonathan McAllister will be working 2 full days. Nurse Olivia Kneafsey will be returning from maternity leave in February.
5. **Report on AGM.** The AGM was very poorly attended, only 20 patients turned up. This is partially due the delay in securing the venue. However, it was agreed that the chair and committee should be re-elected despite our probably not technically being quorate, so we carry on. The annual report was approved.
6. **Patient Survey:** No major surprises from the analysis of the survey done in September. However, the issue of the state of the ladies toilets was mentioned. Pam is in the process of getting a cistern fixed. However the general untidiness is due to patient use throughout the day. The toilets are cleaned and cleared each evening by a cleaning company. Also raised was the issue of repeat prescriptions. There were reports of problems with EPS and the pharmacy and the length of time that it takes for orders to be processed. Also, insufficient explanations on why medications are stopped or any communication about this at all. Finally, it had previously been agreed that questions on sexual health provision or services should be in the survey but this was missed. **Agreed that sexual health should be included in the next survey. Pam noted the continued problems with repeat prescriptions and indicated that the practice procedures have been reviewed and this will continue accordingly.**
7. **Communications with patients:** use of texting system - update. It is only too clear that not being able to text patients as in the past has been a body-blow for the PPG. That is the main reason for the very poor attendance at the AGM and will cause real difficulties for future events.

We have added to the current registration form where patient gives their consent to be text for future events this also include joining the PPG.

Although the issue of GDPR and texting patients was being reviewed by Hurley Group management, the PPG members suggested that they should approach the Information Commissioner's Office to clarify the rules about what type of texts constitute "marketing", and whether PPG information to patients should be considered a part of patient care and related information.

8. Improvement Areas – PPG

The following improvement areas would be looked at by the PPG

1. Vision/Hearing - improved access
2. Preparing for Dying (Bereavement Preparation)
3. Healthy Eating: Reducing Salt and Sugar initiative

9. Recent and future activities:

Mental Health event Durnng Library 21st February.2019

Healthy eating 27th March 2019 at the Hurley Clinic.

EOL advance planning 16th May 2019 at the Durning Library.

10. Date of next meeting.

21st March 2019 at the Hurley conference room at 10.00am

Meeting ended at 12noon.