

Venue: Hawthorn meeting room **Time:** 6.15-7.15 pm

Attendance: Jenny Webster (Community Manager/Chair), Jenny Lear (Admin Team Leader), Gordon Roscoe (Non-Executive board member for Hope Citadel Healthcare (HCH))

Patient Representatives: AG, JM

Apologies: Dr Gina Samuel (Clinical Lead), Denise Fay (Practice Manager), FO'R, PR, SR

1. Introductions and confidentiality, apologies JW

JW welcomed people, thanked them for coming and outlined the confidentiality policy of the practice to keep details private. Minutes would show patients initials to guard confidentiality and the group were asked to respect each other's confidentiality in conversations outside of the patient group setting. The Patient Group is a place to share views and to give your opinions but it is also to be a positive environment where we can move things forward for the patient community. Anyone with any direct issues or complaints to make is encouraged to follow the usual complaints procedure given by the practice or to speak with Denise directly outside of the meeting.

Jenny introduced herself as Community Manager with responsibility from Hope Citadel to run the patient groups across four surgeries in Greater Manchester. Jenny Lear is the Admin team leader for the practice, Gordon Roscoe is a non-executive Board member for HCH which runs the four surgeries and has come to see how the patient groups run and are working.

2. Outline of the group

Outline of the group – JW – Group to be a place for feedback, opinions, be a voice for patients and the health of the area – Surgery and CCG level.

How can you help? Help us shape services to suit the local population, Patient surveys, community links and contacts, can invite people in to talk, open days etc.

3. Review of last meetings minutes – points arising and actions taken:

- **GP Appointment availability:** The surgery has increased GP time by 4 sessions so there are more doctor appointments available
- **The "Walk in Full" sign** outside the surgery has eased pressure on reception. AG suggested that information for patients regarding what to do when the walk-in is full is also displayed on the board showing better care for patients—Reception could also provide a leaflet with take-away information on. ➡ JL to put this together.
- **Patient access to records** is being rolled out across the country with a deadline of 31st March for basic information to be available. Concerns were raised re
 - inappropriate access by other family members,
 - Protection of individual's information

Jenny Webster has been taking part in some of the training for the roll out and will circulate the latest information and security information. It would be valuable for the patient group to be involved with this. There is likely to be a phased roll-out of information available at the discretion of a GP to have final decision to allow access. ➡ **JW to bring as item for next patient group.**

- Concerns were raised re the security of the surgery website www.hawthornmedicalcentre.org.uk due to the previous website being hacked and information changed. The surgery has tried many different ways of removing the rogue website but not been successful. AG offered help from his contacts to rectify the situation and redirect the URL to the new website.
➡ JW to speak to the company IT manager in the morning and contact AG regarding the situation.

4. Surgery news and updates;

- **Surgery Newsletter.** The surgery has produced a quarterly newsletter in December and aims to produce another in March. Items to be included or suggestions from the group are welcomed. JM Suggested several community areas where we can distribute the newsletter and raise awareness of the surgery. ➡ JW to contact JM when the March edition is produced and they can go together.
- **Health Promotion** This week is Jo's Trust Cervical Screening Awareness Week. This is a key area for the practice to focus on. On Thursday 12th February the Manchester Health and Wellbeing Team will be in the surgery promoting the cervical screening programme. Nurse Appointments will also be made available to be blocked out during the day. It is hoped that the team will also be available throughout the year to help focus on different issues such as bowel cancer screening, heart disease and stop smoking.
- **Patient Waiting room.** The TV screen is now working in the waiting room. This will help us provide information to patients. We have found that Language line is able to translate information into other languages. We are also in process of updating the noticeboards and information available in the waiting room, and welcome suggestions from patients regarding particular health campaigns.
- **The ichoosetochange campaign** has been delayed but will be rolled out shortly.
- **JM** brought in information regarding the Stroke Association and contact details for the local Co-ordinator. ➡ **JW** to follow up and would like to attend a meeting with JM when the new newsletter is produced.

5. Patient feedback – Friends and Family Test

Since 1st December 2014 all GP surgeries have been involved in the Friends and Family Test. Jenny presented a report of the December figures which showed results as attached. :

The feedback was very positive with 98.4% of respondents saying they were Likely or Extremely likely to recommend the service to Friends and Family. No particular points were picked up from the feedback, however the positive comments would be passed on to staff.

The full report will be posted on the website.

6. Patient Participation Direct Enhanced Service (DES)

– Patient feedback review and a 3 point action plan

As part of a national project known as a Direct Enhanced Service (DES) the surgery is requested to work with patients on a 3 point action plan to be in progress by the end of March 2015. The group was asked to decide on 3 areas arising from the meeting for the surgery to focus on in the next few months. The areas decided were:

1. **To work to increase the diversity of the group and involvement in the PPG**
2. **To look for better links into the community to improve health screening rates and self care.** There are a lot of community groups available and there may be better uptake of services if the surgery goes to them rather than using the surgery as a base and catching patients opportunistically
3. **To rectify the rogue website situation and develop online services.** The group discussed the issue of using the practice website as a link for patients wishing to access records online and that it would need to be secure to be trusted by patients.

7. AOB Proposed Date and time for next Patient Group:

Proposed Tuesday 10th March - Time to be confirmed

Hawthorn Medical Centre Friends & Family Test Results December 2014:

The survey asks:

We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

1. Extremely likely
2. Likely
3. Neither Likely or unlikely
4. Unlikely
5. Extremely Unlikely
6. Don't know

December responses are as follows:

	Total for month	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Responses	71	62	8	0	0	1	0
Percentage	100%	87.3%	11.3%	0.0%	0.0%	1.4%	0.0%

