

Farrier House Patient Participation Group

Present: Dr Alex Brennan (AB), Meryl Bannister (MB), Michelle Hallahan (MH), Patricia Bennetts (PB), Bianca Dharmadasa (BD), Elsa Taylor (ET), Patrick van Sloun (PvS).

Apologies: Keith Mousley

1. Welcome and apologies: Introduction of members

Introductions were started with AB introducing herself and giving a brief background of herself and her role at Farrier House Surgery, MH then introduced herself and also outlined what her role has been recently at Farrier House Surgery, it was then explained that MB had newly been appointed as Practice Manager and staff introductions were finished. Apologies from patient member, KM was announced.

2. Minutes and matters arising from last meeting

This was dismissed by AB as not relevant due to this being the first meeting for the group.

3. Staff Changes

Staff changes were explained by AB in further detail. This was started by explaining the setup of the practice since it changed from being the Walk In centre and how it is now APMS contracted and therefore how the staff are all working for Stay Well Healthcare. AB outlined the newly employed clinicians, including a new advanced nurse practitioner (ANP) and practice nurse that have both started in 2016 and the appointment of the new practice manager MB.

4. Family and Friends Test (FFT)

AB explained the FFT and the patient members explained that they had noticed the cards in reception. The number of completed FFT cards has been fairly low and AB explained that these results have to be submitted monthly back to NHS England. Ideas on how to improve this intake was discussed and members shared ideas such as posters and BD suggested standing holders for the cards with pens nearby to make them stand out more to patients sat down in reception.

5. University/ Homeless & Drug & Alcohol Clinics and Services

The University Outreach service which started in October was outlined by AB and it was explained how it took off in October and the service comprises of an ANP attending twice a week and a GP also doing a clinic once a week to offer a primary health service on the campus. The practice started by using the student's fresher week to promote awareness of the service and there was significant uptake in the number of student registrations for the practice. AB discussed how this patient list had also been utilized to complete a patient survey, AB also said how it has been noticed that the patients closer to town are also coming in to the practice now and not always using the university sessions so are therefore utilizing all services available to them.

The practices involvement with Homeless services such as Swanswell and Maggs day centre was outlined by AB and how one of the ANP goes to Maggs Day Centre twice a month for a drop in service there. MB explained current discussions with development of this service to be able to offer further help such as dressing changes for the patients at the centre. AB explained that currently the service is being used by registered and non-registered patients but the ANP is finding that after a couple of sessions with the regular non-registered patients and by building up a rapport and trust this way, these patients are then registering as permanent patients of the practice.

AB then explained how she is a training GP and therefore the practice will be hoping to acquire medical students as 'F2s' to undergo part of their work placements in the surgery. AB discussed how this is a valuable resource for the practice adding more hands on deck for certain periods of the year and also aids the GPs with their personal development.

6. PPG Members Feedback

The patient members were given the opportunity to feedback to staff members their comments on the practice. From this several topics were raised and discussed as outlined below;

- **Staff Members:** This part of the meeting started on a strong positive with nothing but compliments to the longstanding receptionist team and clinicians at the practice. With specific remarks such as 'they have held the place together' and 'I stayed here because of the girls' and how accommodating the service they offer is with a personal touch. MB noted that she will pass this praise back to the staff at the next team meeting.
- **Uncertainty of the new practice:** Several patient members were asked by MB what they knew about the change from the Walk in Centre to a GP surgery before they had attended the PPG meeting that evening.
Several members expressed that the changeover wasn't completely clear for patients and that it still gets labelled as a walk in centre. ET raised the point that she is unable to refer friends and family to the surgery anymore to 'try it' as that used to be a possibility when it was the Walk in centre and AB explained how this no longer possible due to it being a GP surgery but new patients are still more than welcome to register.
From this the group discussed the possibility of promoting the services now available at the surgery to give patients a better idea of how the practice is now ran. Newsletters, Posters, Website and Local Press were suggested as possible means to this. The practice leaflet also needs to be looked at and updated to clearly outline appointment information, such as the role of an advanced nurse practitioner as it was felt that many people do not understand how they operate as part of the team. MB discussed current talks with Patient Direct who are hopefully going to be supplying a new TV system for the waiting room and how easy it will be for the practice to display information through this resource for patients to watch whilst in the waiting room.
- **Staff Photo Board:** From a suggestion by the patient members' the idea of a photo board for the patients was discussed and how this could be incorporated in the waiting room as an introduction to staff members and their roles in the surgery.
- **NHS Choices:** After hearing the patient members' praise for the surgery staff, AB pointed out the NHS Choices website and how this is a good means for positive feedback for the surgery which isn't being utilized. BD made the suggestion of having tear away slips for patients next to the FFT cards in the waiting room with detail of the website and how to post a review.
- **PPG Project:** AB presented an idea to the patient members as a project for them to undergo together. The proposed project was to collect information around the community and locality regarding services and clubs that are available for patients. The patient members discussed the different types of services and clubs such as those provided by the churches and charities nearby. Sponsorship was also discussed and whether this could be arranged to fund the creation and printing of

the information leaflets in return of advertisement. PvS explained that he had a strong IT background and would be happy to assist in this area of the project. The patient members agreed to all organise between them a meeting to start the planning and implementation.

- Communication: Communication between the group was agreed via group email for the time being.

7. Future meeting dates

The proposed next meeting date was the 12/04/2016. This will be scheduled formally following confirmation from AB and MB

8. AOB

Final opportunity for any questions was announced by AB with PB querying any future possibilities for the practice's growth such as a community x-ray service. In response AB explained the current progressions with the University outreach service and development with homeless services but explained limitations due to the physical capacity of the surgery and room space available. The meeting ended with MB to create email group and forward minutes to members.