**Patient Participation Meeting  
Monday 9th December 2013, 7pm**

**Present**

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| Pauline Drummond | Allan Weare | Brenda Anderson |
| Andrew Fairhurst | Beth Hooper | Keith Heffernan |
| Alan Taylor | Kenneth Spelman | John Pimblott |
| Anna Dormer | Elaine Snow | Dr Claire Laband |
| Charlotte Laband | Ian Robson | Christine Sims |
| Elizabeth Herridge | Elizabeth Parry |  |

**Agenda**

* Practice Survey- Results and Priorities for Action
* Any other business

**Practice Survey**

Following on from the mini poll the full survey has been completed by 505 patients- our highest results to date. PPG discussed the validity of the survey sample size and the age of the respondents. The survey was completed by 6.6% of the population size which is statistically relevant and valid. Although of course it would be better to have a larger sample size we were happy that this adequately reflected the patient group as a whole.

The population of the surgery has 24.5% of patients over aged 65 however the survey results reflect over 60% of respondents were over aged 65. The survey was obviously available to all patients both in the surgery and on line however the practice did actively attempt to increase responses during our two Saturday Flu clinics when many patients were in the surgery. It was accepted that this will have had the benefit of increased responses but will have artificially increased the average age of respondents and perhaps influenced priorities. The practice reassured the PPG that whilst IT matters may have been a lesser importance to this group of patients we will continue to offer these services to all.

The survey focussed on 3 areas (Priorities for patients; A&E/ MIU use and Choose and Book service) and the full details of the results are attached.

**Priorities for Patients section identified**:

* 3 priorities for patients were Continuity of Care (76%), Access to the GP of their choice (51%) and Having the surgery close to their home (40%)
* 3 areas of least importance to patients were Access to a website (72%); Patient Involvement (52%) and IT access online (31%)

**Actions Agreed**

1. PMD to share copies of the survey results to Somerset CCG and North Sedgemoor Federation.
2. PMD to write to Jeremy Hunt and Tessa Munt as Chair of PPG and inform them of our survey results.
3. Invite Tessa Munt to join PPG to discuss NHS changes and anticipated threats to small practices

Brenda Anderson explained that she had written to Tessa Munt after the previous PPG meeting to express her concerns regarding the threats to smaller rural practices but to date has had no response.

We discussed these threats again to some new patients who have joined PPG since last meeting and explained that NHS England are strongly encouraging collaboration between practices and that there is a model suggesting that the ‘ideal practice size’ for Primary Care is around 25,000 patients as opposed to our existing 7500 patients. Dr Laband also explained the threats to existing Enhanced Services and the concept of Any Qualified Provider. With this there is a very real possibility that private providers may in the future win contracts to provide services currently delivered by GP practices. This has not happened in Somerset as yet but has happened in other areas of the country.

The surgery again explained that the reason for the survey was to understand what our patients actually wanted and once understood, to communicate that to influential NHS bodies.

**A&E and MIU use identified:**

This area of the survey identified and supported our own clinical data that our patients do not have a problem accessing Cheddar Medical Centre.

It did also tell us that patients do not know the difference between A&E (Accident & Emergency) services and MIU (Minor Injuries Unit). Whilst they did not have a great need to use either service it was clear that if and when they did, they were not sure where to access the information.

**Actions Agreed:**

1. Review current leaflet informing patients about services available and ensure that information is clear about MIU and A&E and when appropriate to use both. Consideration to be giving to providing information in Credit Card format (folding up to CC size for wallets and purses).
2. Website to be updated to provided information on:

* Where to go when we are closed
* Uses of MIU and A&E and what is appropriate
* PALS details for discussion about transportation options for patients

1. The screen in the waiting room to be used to reinforce the messages above in point 5.

**Choose and Book questions identified**:

That patients use the system when forced to but do not particularly like the system, other than to control where there consultation would be held. PPG members expressed some concerns regarding their ability to choose a consultant and felt this choice should lie with the GP. Generally the largest concern raised through the survey results related specifically to the matter of transportation. As a semi-rural practice with an aged population this is clearly a matter of concern for our patients. Whilst the surgery cannot influence transport providers we did agree some actions in the hope that this improves information provision for our patients.

**Actions agreed:**

1. Transportation is clearly an issue for patients. Information to be given to patients about volunteer options, Slinky bus service and Mendip transport to improve communications for patients.
2. Practice to create some links on our webpage to bus information for patients.

**General Actions agreed ref the full survey results:**

1. PMD to include article in next Practice Newsletter to inform patients of survey results and that inform patients that GPs here share priorities
2. PMD to hold full team briefing so that all staff and GPs are fully aware of the results

**Any other business**

HSCIC- PMD informed patients that the government does intend to send leaflets to all patients in January 2014 about the scheme and informing people about their right to opt out of the data transfer.

North Sedgemoor Health Forum- Allan Weare talked about the meeting on 5th November and for information PMD agreed to circulate the minutes of their meeting to all members of PPG in future.

LMC study- Allan Weare drew attention to the recent report by LMC about the pressures GPs and surgeries are under which it was felt reflected what PPG were made aware of in last meeting in September. PMD will circulate the article for members to read.

**Next meeting**

**24th February at 7pm**