

**ST PETER’S HILL SURGERY**

**Patient Participation Group**

**Meeting Summary/Action Points – Wednesday 10th Aug 2016**

**In attendance:**

*Representing St Peter’s Hill Surgery:* Sarah Jackson (Secretary)

*Guest speaker:* Diane Hanson, Head of Engagement & Inclusion (South West Lincolnshire Clinical Commissioning Group)

*PPG members:* Stanley Roberts, Kenneth Rankin, Darryl O’Connell, Linda Mason, Stuart Hemming, Cristina Resende

**Staffing/recruitment update**

* Dr Shelbourn left the Surgery in April and his position has not yet been filled. Due to ongoing GP shortages in the area, there is difficulty recruiting.
* There was a locum shortage in July which meant waiting times for appointments went up to 3 weeks. This has now improved and we are back down to 2 weeks for a GP appointment.
* Cathy Waterfield and Mary Liebenhals (Practice nurses) have recently left the Surgery and we are currently interviewing to fill these positions.
* We have welcomed two new GP Registrars to our team, Dr Emilia Drughe who is in her final year of GP training and will be with us for 1 year and Dr Russell Wiseman who is in his first year of training and will be with us for 4 months.

**Discussion Points**

* **Grantham Hospital A&E night closures** – Diane informed the group that statistics have shown that out of 29,000 patients that used the A&E department at Grantham Hospital last year, 24,000 didn’t need to be seen there. Despite significant actions taken by the trust, they don't have enough doctors to safely staff all three A&Es (Grantham, Lincoln, Boston) 24 hours a day, 7 days a week. Grantham had the fewest visitors during the hours of 18:00-09:00 across the three sites.
* **The importance of PPG’s within Practices** - Diane informed the group that there is a £70 million deficit in Lincolnshire and they are currently reviewing all services. Diane stressed the importance of the role of the Patient Participation Group and Patient Council as a forum for patients to share experiences and help promote positive change within their immediate Practice and local area.
* **Automated telephone message** – Stuart voiced his irritation when he phones the Practice and has to wait for the automated voice message to finish listing all of the available options when he, and probably many other patients, already know which option they need. The group agreed that it would be better if you could just select the number you need without waiting.
* **Language barriers** – Cristina discussed her personal experience as a Portuguese patient and how she has also witnessed how people of other nationalities struggle to understand the way their GP Practice works. She felt that this was a large contributing factor to missed appointments because some patients do not know how to cancel appointments. The group discussed ways of solving this and thought it would be beneficial to have an option available on the touch screens in reception to cancel appointments and to make this available in different languages. Sarah was unsure of the feasibility of something like this and the cost involved but agreed it was a good idea. Cristina also felt that a lot more people are having to rely upon family members, often young children with a better grasp of the English language, to translate for them during consultations.

**Action Points**

* PPG members to look at the Practice website and/or in house communications and make suggestions on how content/communication methods can be improved and feedback at next meeting.
* Cristina to check accuracy of Google Translate tool on website.
* Sarah to discuss with Partners/Practice Manager the possibility of changing the automated message when you phone the Surgery and also the problems surrounding language barriers for ethnic minorities.
* PPG members to provide Sarah with an email address if they haven’t done so already to allow for more efficient, paper light communication. This will also allow PPG members to contact each other to discuss topics/projects. Those who do not have internet access will continue to be contacted via post/telephone.

**Next meeting date: Wednesday 28th September at 2pm**

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