

## Jenner Patient Participation Group

### Minutes of meeting on Tuesday 18 February 2014 at 6pm

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**Present:** BB, NS,NR,JP,PC,HW, JG, AW, JD, GH. **Apologies:** MG, BR, PC

#### 1 Minutes and matters arising

- The minutes for 10 December were agreed. JG had shown the appointment section to Dawn who confirmed its accuracy. We agreed to use initials rather than full names in future minutes as they appear publicly on the Jenner website.

#### 2 Next meeting

- It was agreed to hold an extra meeting on **Monday 10 March at 6pm** to help formulate the action plan. Jeanette will try to circulate the survey results the preceding week. The survey results and action plan have to be finalised and submitted by the end of March.
- A number of those present had difficulties with meetings on Tuesdays, so it was agreed to move the meeting scheduled for **Tuesday 8 April to Wednesday 9 April**.

#### 3 Disabled access

- Julie and BB reported on their recent tour of the site to inspect disabled access.
- Pauline Rowe, facilities manager, had also been consulted.
- There were handrails in the toilets.
- Only two toilets were big enough to take a wheelchair.
- The main problem was the ramp at the front entrance, as cars parked in the single space could obstruct access. This was originally an ambulance space but is not needed. The large wooden plant container could be moved to prevent parking there.
- The tarmac by the entrance also made wheelchair access difficult. Pauline had said there was no money for repairs.
- Might some patients have difficulty standing to queue at reception?
- Julie said there was a proposal to snake the queue in front of the desk. This would allow the receptionist to see the length of the queue and would provide a privacy gap between the queue and the desk.
- There had been a survey comment that a hard of hearing patient wanted a Minicom system to be available. Jeanette replied that this was already in available.
- JG said that reception arrange for patients with learning difficulties to be collected from the waiting area by the doctor.
- The Jenner building did not belong to the practice and was rented from PropCo. The upper floor was separately occupied by the Lewisham PCT. Consequently the practice could petition for repairs but could not implement them autonomously.
- There were issues that the PCT needed to address which the practice felt were not being prioritised. JG would provide a list of details, and PC would draft a letter to be sent from the PPG in support.

#### 4 The Survey

- 6000 texts had been sent notifying patients of the survey, together with 1076 emails, resulting in 538 patients completing the survey online. The paper form was completed by

137 patients in the waiting area. It was mailed to 550 patients aged 75+, and 80 replies were received.

- The online responses had been summarised by SurveyGizmo and Paul had sent us all a copy by email.
- The responses to Q1-6 on the paper forms were being tallied by volunteers from the PPG.
- HW said the paper comments posed a problem. If they were to be typed up, who would do it? If not, how would we compare them with the online comments? *[Update: the comments have now been typed up by volunteers, and it was a quicker task than anticipated.]*
- AW said the paper responses were valuable as the online returns were a skewed sample (for example, those who were technologically aware would be over-represented).
- A number of patients had said VOS was often down. Perhaps we should be more willing to publish dates when there were problems in order to emphasise that the norm is that systems do work?
- Last year's action plan is on the website.

## 5 Patient group

- PC said it was important to enlarge the PPG.
- We also need to decide on the future of the virtual forum which has been dormant for a year and has now been removed from the website
- We will make the face-to-face meeting the main focus, but will circulate the agenda and minutes to anyone who wants to be involved, even if they cannot attend meetings. If they wish to submit comments by email we will represent these views in the meeting.
- [Since the meeting Paul has said he will write to all names on his virtual forum list, asking if they have any objection to their email addresses being released to the PPG.]
- Can we write to all patients to tell them about the PPG? Email them?
- NR said we could ask HealthWatch Lewisham to publicise the PPG in their newsletter.
- The staff will make a poster (possibly flyers?) to aid recruiting. PC will supply a draft of the text.
- Could we run an open evening for patients? NR said different meetings could be held for specific groups.
- JG said that the government were announcing a change to patient groups in April. No details were yet available.

## AOB

- HW asked whether reception staff could wear name badges to help patients relate to them better. JG said most already had badges but did not wear them. They also regularly gave their name when answering the telephone. AW said their photographs were already on display. NR wondered if local staff were afraid of being identified because of the potential for harassment by dissatisfied patients.
- HW asked about proposals to create a database of patient records and the lack of publicity. JR replied that the leaflets for the current scheme, headed Better health, better care were at reception. *[Since the meeting the government has announced a 6-month delay in the scheme, known as care.data.]*
- The meeting ended at 7:25.