

**Notes of Patient Participation Group Meeting  
Prices Mill Surgery Monday 21<sup>st</sup> November 2011**

**Present**

Liz Green  
Kate Kay (chair)  
Duncan Mann, Practice Manager  
John Miles  
Marilyn Miles  
Winifred Page

**Apologies for absence**

Angela Hathaway (Secretary)  
Betty Young  
Paul Young (Treasurer)

1. Winifred Page was **welcomed** by the chair to her first meeting
2. **Final sign off for the patient survey**

A small group had met on 9<sup>th</sup> November and agreed to use the Improving Patient Questionnaire (IPQ) survey, which is accredited by the Royal College of General Practitioners (RCGP). This standardised survey is supported by a company called CFEP. In addition to the standardised questions, some supplementary questions can be added, to reflect any local practice specific issues (the nurse triage system, handling of prescriptions etc). CFEP will review these questions to check the suitability of the wording. The survey is an exit one and the group had previously favoured posting these to patients who had visited in the specified survey period. CFEP have told Duncan that a postal survey will only give about a 20% response rate whereas a survey handed to the patient at the point of exit from the consultation with the nurse or doctor will probably give an 80% response rate.

However, NHS Gloucestershire (the PCT) have, through the requirements of their Patient Participation agreement, required practices to send surveys to a random sample – potentially a much larger one. Correspondence is ongoing between Duncan and the PCT about the requirement for a random sample as this is over and above the national guidelines set out by the Department of Health.

Duncan noted that in the light of concerns by many GP practices about the very tight timescales involved, the final report summarising the results of the survey and recommendations for action, does not have to be on the practice website till 30<sup>th</sup> April 2012 – giving us an extra month to complete.

The following was agreed:

- a. Duncan will circulate the wording of the supplementary questions and members are asked to respond quickly with any comments
- b. An exit survey will be carried out but, if required by the PCT, a postal survey will also be done using the same questionnaire to a random sample of patients. Hopefully the respondents from the 2 groups can be distinguished in the results. It was thought that any letters that accompany the survey questionnaire should be from the PPG.

## **Prices Mill Patient Participation Group – part of the Nailsworth Health Partnership**

### **3. Update of the Community Interest Company (CIC) legal case.**

Marilyn Miles, the chair of the Nailsworth Health Partnership (NHP), has written to Jan Stubbings (CEO of NHS Gloucestershire) and a reply had been received recently. She feels there are still unanswered questions and will be writing to the CEO again. Kate Kay brought us up to date with the Judicial Review (JR). The PCT had until 14<sup>th</sup> November to respond to the initial complaint, which they have done. The complainant can now put in extra information as a rebuttal and the Judge will then look at the paperwork. He will decide on the basis of this, or ask for oral evidence to be given. It is possible that the decision of the JR will be known by Christmas or early in the New Year.

### **4. Work plan for the next 12 months**

We decided to discuss this further at the next meeting but the topics which are suggested at this meeting were:

- a. Rethinking the patient survey for next year
- b. Use of focus group discussions for specific groups such as young people, middle aged men, people without access to the internet, parents of young children
- c. Improving members' knowledge of the NHS and matters/issues pertaining to GP practices
- d. Follow up to the results of the survey
- e. Clarifying our role and making sure that it is more widely known within the patient population
- f. Having a logo/headed notepaper
- g. Having a web based forum/discussion group
- h. Regular updates on developments in the practice

### **5. Information and feedback from NHP**

We agreed that as the PPG is a sub group of the NHP we would report back to the NHS business meetings on what we have been doing. The next NHP meeting is the AGM and is scheduled for January 10<sup>th</sup>. Marilyn covered briefly what NHP has been doing in terms of talks, preparation for the walking festival and fund raising.

6. **Article about the PPG** for the Prices Mill website and one for the Nailsworth News (NN). Marilyn offered to help Kate with this.

### **7. Date of next meeting.**

Tuesday 17<sup>th</sup> January 2012, subject to the availability of the doctors

Marilyn Miles  
22/11/11