

ROTHWELL & DESBOROUGH HEALTHCARE GROUP

Patient Participation Group – Minutes

Meeting Date: 09/07/2019

Start time: 13:00

Finish time:15:00

Attending	Apologies
FL	ST
JT	DT
AT	DH
LCS	JHC
MJ	
AK	
<p>Guest speakers TW – Kettering Borough Council JB – Northamptonshire Sports</p>	

Agenda Item	Discussions, comments and actions	Action by
1	<p>Apologies and Introduction of any new members</p> <p>3 apologies for this meeting, ST, DT and JHC. FL will chair in DT place. FL clarified that we would not always have a GP present although we do try. FL also stated that when a GP attends it may not always be the same one. DH is the PPG lead however if another GP has a specific interest or is working on something which they would like group involvement in then they can also attend.</p> <p>Welcome to MJ our 7th patient member. AT asked how many more we require. FL stated the room can hold 12, this includes FL and another practice staff member so we are looking for a maximum of three more patients to join.</p>	
2	Previous meeting actions	

FL updated the group on the outstanding actions as follows:

Friends and Family test – query of the % of patients who are sent a SMS each month. It is not a set percentage. Our internal system is turned on for two weeks of the month (recommended is one month but to capture more information we use for two). It searches the system for patients who have had an appointment and have consented to us contacting them by SMS and sends them the message. It will only do this once for each patient in the two week period the system is on to ensure we are not asking the same patient more than once in a month.

FL clarified that the responses are 1 – Very likely to recommend our services to 5 – Very Unlikely to recommend our services.

UPDATE: as an example of responses we sent 1091 messages in May and had 64 responses. Currently around 60% of our patients have given permission for us to send SMS.

DNA of appointments – DNA's (Did not attends) were asked about in the previous meeting as to whether the group could get involved in finding out why our patients miss appointments. FL advised that as part of a larger piece of work the practice is looking to do in the near future on access, DNA's will be looked at and if the group are able to help with this they will be advised as appropriate.

UPDATE: The average over the last 3 months show that around 4% of all appointments booked are missed. The majority being Nurse appointments however this can be misleading due to the way our clinics run. Consideration should be given when looking at these figures.

Call wait times – FL has only very recently been given access to call log system and as such has only done some initial statistics. In May we answered 8031 calls, with an average hold time of 00:02:07 and an average talk time of 00:01:53.

In June we answered 8248 calls, with an average hold time of 00:02:13 and an average talk time of 00:01:51.

Group demographics – FL looked at the group demographics. The group added that the statistics given would be more useful as an indication of whole surgery population and so this is the

information given below:

Please be advised the overall figures are estimates from the information we have available. This includes both virtual and formal PPG members.

Ethnicity	Overall	PPG
White British	58.48%	68.32%
Mixed	29.14%	-
Not stated	4.96%	29.70%
Black Caribbean	3.14%	-
Other white	2.48%	-
Black African	0.47%	-
Indian or British Indian	0.39%	-
Polish	0.34%	-
Other Group	0.31%	1.98%
Asian	0.29%	-
Traveller and Gypsies	0.1%	-

Gender	Overall	PPG
Male	49.8%	36.63%
Female	49.2%	63.37%

Age	Overall	PPG
>100	0.05%	0%
90-99	0.90%	6.93%
80-89	3.80%	7.92%
70-79	9.70%	13.86%
60-69	12%	15.84%
50-59	13.40%	27.72%
40-49	13%	15.84%
30-39	12.70%	10.89%
20-29	10.50%	0.99%
<20 or (blank)	21.10%	0.00%

Practice usage	PPG
Occasional	33
Very Rarely	1
Rarely	5
Regularly	33
No details	31

Location	Overall	PPG
Desborough	53.39%	65.35%
Rothwell	39.34%	30.69%
Other (village)	2.73%	0.99%
Out of area	4.55%	2.97%

Aims and objectives – this is to be moved to a future meeting

FL

3 Northamptonshire Sport Presentation

FL briefly explained why Northamptonshire Sports were coming to speak with the group today. FL stated they are doing lots of work all over the county which we would like to encourage our patients to access. Following their presentation the PPG are encouraged to feedback ideas as to how we can promote their services and engage our patients in their work. Following this an action plan can be agreed by the PPG.

TW and JB entered the meeting at this point 13.30pm

TW and JB introduced themselves. They then talked to us and gave us a presentation (will be sent to PPG Members).

Slide notes are as follows (in brief)

1 – Scheme set up and supported by the County Council. The aim is to Get people more active, more often.

2 – The scheme is 1 of 43 active partnerships across England. NSport Core Team (aka The Red Army) is hosted by Northamptonshire County Council in the Public Health Directorate. Activities are funded through Sport England Lottery grant and by local and national partners – including district & borough councils.

3 – Northamptonshire sports works with a variety of voluntary sector groups and charities. Not all sport related.

4 – The aim of the scheme is to have 12,000 fewer inactive people by 2021 in Northamptonshire.

5 - Like the rest of the nation, Northants has an inactivity problem. 22.8% of our adult population (16plus) are classified as inactive. (less than 30 minutes of exercise a week, classed as moderate exercise where a person is out of breath but can still talk)

	<p>6 - There are areas of concern when we look at the inequalities that exist within some of our demographic groups.8 “hotspots” have been selected throughout Northamptonshire to work with the scheme initially to reduce inactivity. Mainly focusing why people are inactive and what would make them be more active.</p> <p>Side shows the % difference between people in managerial positions and manual workers is that there is an 11.8% increase of inactivity for manual workers.</p> <p>Also shows that a % difference of 13.4% is present when looking at whether limiting disabilities affect inactivity.</p> <p>7 – Slide shows what kind of exercise people should be doing to get their recommended 150 minutes of exercise each week. (FL asked if the poster on this slide is available, JB to send)</p> <p>8 – Slide shows the different posters available for different age groups and pregnant women giving exercise advise.</p> <p>9 – Table shows the risk reduction physical activity helps against various illnesses and diseases.</p> <p>10 – Infographic promoting GP prescribing exercise.</p> <p>AK left the meeting at this point.</p> <p>11 – 21 TW talked us through slides that show the different physical activity groups in our local area and new initiatives</p> <p>22 – contact details from TW/JB</p> <p>Once the presentation finished FL suggested that as the meeting was coming to its end time, and there were lots of potential ideas from the group, we should rearrange a second meeting in the next two weeks to create an action plan. Group Agreed. TW stated that he is happy to attend to work with us on this.</p>	FL/JB
4	Any other business	
	None	
5	Next Meeting	

	Proposed Tuesday 16 th July 1pm at Desborough Surgery	ALL
	Members to advise of availability	
	End of Meeting	