



Sherrington Park Medical Practice – SParkies patient reference group meeting notes 3 May 2018

Present: Judy Robinson (patient), Graham Cooper (patient), Barrie Ward (patient), Kathleen Hoyland (patient), Maggie Quarton (patient), Michael Greaves (patient), Chelsie Wint (patient), Jo Powell (JP) (SParkies facilitator and note taker), Ann Langrick (practice nurse), Vicky Clarke (practice manager), Dr Mona Vindla (GP).

Topic	Discussion points	Action
<p>The meeting initially focused around the topic of memory impairment/dementia</p>	<p>Ann Langrick updated the group on the work that is underway in the practice to support patients with memory impairment/dementia. This includes:</p> <ul style="list-style-type: none"> • Looking at how many patients have been tested for memory impairment. Following a test the results are sent to the GP who decides whether a referral to the hospital’s memory clinic is needed. • Looking at which patients received a memory test over the last two years, checking who was borderline, and inviting them in for a re-test to check for any changes. • Reporting on those patients referred to a memory clinic over the last two years to see how long the patient pathway took (approx. 8 patients). Looked at any delays in the process e.g. between clinic appointment to CT scan and back to clinic. • The practice has developed a pack for dementia patients for their annual check or new diagnosis. • A patient with memory impairment has carried out one walk through of the practice and another is planned to look for any changes that can be made to improve the experience for patients with memory impairment. • Talking to patients at a relatively early stage about the decisions they want to make for themselves, and use of the This is Me 	

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	<p>document from the RCN which covers general information about patients (their family, careers, preferred name etc.) including how they like to be communicated with.</p> <ul style="list-style-type: none"> • Sharing learning with the Nottingham City Clinical Commissioning Group. • Staff have been educated on the Herbert protocol. • Ann stated that a dementia information visit could be arranged from an Alzheimers UK representative. The group agreed this would be beneficial. 	<p>Date to be arranged for the visit.</p>
<p>Discussions with practice manager and Dr Vindla on the role of the PPG</p>	<p>Vicky Clarke introduced herself to the group as the new practice manager.</p> <p>Dr Vindla informed the group that she has spoken to the Care Quality Commission to update them following the changes to GPs at the practice, and they have stated that the practice will have a follow up inspection to its 'outstanding rating' from March 2019. She expressed to the group that to remain outstanding we all have to do something extraordinary – which includes the input from the PPG.</p> <p>The group then discussed how they could input, including providing real-life 'patient stories' for example for the practice newsletter where appropriate if the practice is raising awareness around a particular issue. The practice will supply a list of the main topics of concern so the group can consider what they may be able to supply.</p> <p>The group also discussed the possibility of holding events at the practice to raise awareness of health issues but nothing formal was agreed.</p> <p>There was also a discussion around looking into how the practice could gain views from patients in care homes as well as through the PPG.</p>	<p>List to be arranged.</p>
<p>General</p>	<p>The group discussed patient expectations of appointment availability</p>	<p>Vicky to look at the audit of phone</p>

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discussions	<p>and suggested the practice look at how urgent/routine appointments can be booked.</p> <p>Vicky explained that efforts are made to ensure enough staffing at 8am to take calls for appointments that day, and that a newly installed telephone system will allow auditing of how the process is working including ringing times, missed calls etc. Patients are also reminded to call with routine queries at other times of the day. It was noted that while reception staff are not qualified to offer advice on whether a call is urgent or not, telephone consultations may be available if needed although these did still put pressure on GP time.</p>	activity and update the group.
Schedule of awareness raising	Upcoming issues for awareness raising are: refugee forum (Aug-Sep), cardiac care and support (Oct-Nov), arthritis support (Dec-Jan). The noticeboard in reception will also be used to highlight loneliness in the winter months.	JP to speak to Barrie Ward re leading on the August meeting
Terms of reference and frequency of meetings	<p>Sample terms of reference for consideration were shared with the group for comment at the next meeting.</p> <p>It was agreed that PPG meetings would be arranged for the first two weeks in August and the first two weeks in December.</p>	Practice to arrange and promote upcoming meetings
Any other business	<p>The SParkies display board in reception is now being installed and JP will arrange a display of materials.</p> <p>The next SPark newsletter is scheduled for late June.</p>	

Next meeting

The next SParkies meeting will be held on Monday 6 August at 5pm (arrival from 4.45pm for drinks etc).

The Dementia Information Session will be held on Monday 17 September at 5pm (arrival from 4.45pm for drinks etc). **This will be subject to Confirmation from The External Speaker**

December's meeting will be held on Monday 3 December (also 5pm start with arrivals from 4.45pm).