

Minutes

Patient Participation Meeting April 8th 2014

1. Introductions: Please see the sign-in sheet for a list of attendees.
2. Previous meeting minutes were reviewed – all agreed factual with no omissions.
3. Presentation from Frances Cox (Head of client services), the Project Manager responsible for the implementation of the 'I want Great Care' (IWGC) pilot within the South Region. The principles of the IWGC project were discussed, looking at ways to deliver the Friends and Family Test (FFT) in the most effective way to capture patient feedback. The NPS token system will no longer be used as of April 2015. The FFT is an NHS wide feedback test, looking at how likely patients are to recommend a Service. Frances showed the PPG the device (tablet) and software that would be used and the questions within the survey. All had a go on the device. Overall they thought it a good way to get feedback but alternative methods for collecting feedback should be considered, such as: a paper option, available in alternative languages and in larger text size. There should also be some way to distinguish between the walk-in and registered patients. Frances said she would feed the ideas back to IWGC and would come and talk to the group again mid-way through the pilot if required.
4. Areas discussed – 1) PPG moving forward, as per previous meeting. The group should elect a Chairperson and Secretary and be responsible for setting the agenda and areas for discussion. It was noted that this would only work if there were people willing to engage. NR to speak to Virgin Head-Office to see if there was additional marketing help available, also to look at a mail merge to all patients. 2) Telephone system satisfaction survey for registered patients – new system to be in-place in the next few months, the group agreed it would be a good idea to do a pre and post satisfaction surgery.
5. AOB: Possibility of well-person clinics – 1) KY suggested offering a well-person clinic as NP checks were no longer available. 2) KY – would like more evening appointments available and on the day availability (rather than having to sit and wait). Triage times offered not always convenient and only offered at weekends.
6. Date of next meeting – July (date tbc).