

Central Surgery

Patient Participation Group meeting Minutes

Date: Tuesday 19th May 2015

Time: 6.30 – 7.30pm

Venue: Waiting Room

Present: Paul Gibson (Chair); Dr S Anniss (GP Partner); Kathy Platts (Practice Manager); Valerie Cleaver; Audrey Wicks; Patricia Fahey; Lynn Hunter; Valerie Leech; Peter Halford; Laura Record; Margaret Howe

Apologies: Bob Fahey, Mabel Sharpe, Dr U Montgomery, Kate Walker

Item	Item	Action	Owner
1.	Welcome, introductions and apologies PG opened the meeting and asked everyone to introduce themselves to the meeting	Information	PG
2.	Minutes of the last meeting PG went through the items discussed at the last meeting and everyone agreed they were a true record of the meeting	Information	PG
3.	Matters arising Defibrillator – the question was asked why we do not have one located within the practice. The practice presently has access to the machine at The Walk-in-Centre. The PPG are going to identify the locations of all public defibrillators within Oadby and bring this information back to the next meeting. It was suggested that perhaps via Fundraising the PPG could purchase an automated defibrillator to install within the practice premises	Information	PG
4.	Membership Update How can we increase membership? An opportunity to share ideas Dr Anniss informed the group that the NHS are putting forward regular topics for GP Practices to raise awareness of various illnesses e.g. stroke, heart attach etc.: He suggested that the PPG could pick up on these topics to publicise and perhaps attract patients who had interests in these particular areas. PG suggested the notice board could be used more proactively to publicise the PPG.	Information	KP
5.	Suggestions and Complaints received <ul style="list-style-type: none"> Time delays in the production of prescriptions to be ready for collection: An area of work identified as needing attention. The GPs and Administration Team have worked extremely hard over the last few weeks to improve the Prescription process to create an improved experience for all our patients Telephone system: An area of work identified as needing attention. The present contract is due for renewal shortly which gives the opportunity to explore other suppliers to provide a better telephone system for our patients and attached staff 	Information	KP

6.	Discussion topic	Update	KP/PG
	<p>Practice Merger Dr Anniss updated the group on the proposed merger with The Croft Medical Centre. The merger will not go ahead at the present, or within the foreseeable future. We need to move our own surgery forwards to put us in a better position to consider this option in the future.</p> <p>Premises</p> <ul style="list-style-type: none"> • During recent high winds, the fence at the back of the premises was damaged beyond repair! An entire new fence has been fitted, which has improved security not only for us but our neighbours • External work is due to commence shortly on improving the rendering on the building, refreshing the paintwork, and installing new signage – a much needed uplift we will no doubt all enjoy! • Internal work – hand soap dispensers have been fitted in all rooms and toilets, lever taps have replaced existing fittings on hand washing facilities • Work towards repainting of Disabled Parking Bays outside the practice <p>IT: Patient call system</p> <ul style="list-style-type: none"> • The present system is unfortunately beyond repair. When we migrate to SystmOne a new unit will be provided which not only displays a patients name and the room number of the clinician they are consulting, but also calls the patient verbally. This is a great improvement on the system previously used as it provides assistance for those with sight difficulties <p>Migration to SystmOne</p> <ul style="list-style-type: none"> • Due to problems with the data transfer, the 'Go Live' date has been put back to July. Information will be shared with patients nearer the time <p>GP/Staff update</p> <ul style="list-style-type: none"> • Dr Anniss informed the group that following their recent long term illnesses which gave the opportunity to reflect on work/life balance, neither Dr Jameson nor Dr Kuncewicz will be re-joining the practice team. Whilst this is of course very sad for the practice, it is the start of a whole new chapter for both Doctors, one which we are sure will be much less stressful than those previously! • Dr Anniss described the present GP structure. Dr Ursula Montgomery, formerly our Salaried GP joined the practice as a partner with effect from 1st April 2015. Dr Louise Ryan, Salaried GP, has returned from recent Maternity Leave and has settled back in nicely. Dr Susan Hadley, retired partner of the practice, is providing regular locum sessions. We are also working towards our registrar Dr Chris Thompson continuing with us at the end of his 1 year rotation in August. We feel we are making great progress in providing continuity to our patients, a situation which is regularly monitored • Kathy explained that we have successfully recruited an 'IT Manager'. Josie will join the team on 1st June, bringing with her much needed IT skills and expertise – a very welcome addition to the team • 'Reception Manager' – Kathy informed the group that the practice has recently advertised the position and will be short listing applicants next week – fingers crossed for success 		

	<p>Volunteering</p> <ul style="list-style-type: none"> • Bob and Patricia Fahey have been an immense help in clearing the Practice Managers office from years of accumulated paper work which is no longer needed. They have very patiently sorted the information into shredding bags, and organised a store of ring binders and dividers for future use – great recycling! Both Kate (Walker) and I appreciate their efforts immensely; we now feel we have a little space to breathe! • PG suggested that a request for volunteers be posted on the notice board. PPG to take this forward. • LR offered to help with data input <p>Disabled Parking Much improved situation in the public carpark following the provision of additional spaces</p>		
7.	<p>AOB</p> <ul style="list-style-type: none"> • Care Quality Commission (CQC) – a brief overview given by Dr Anniss. Essentially it is like Ofsted for the NHS. We have been notified that CQC will be visiting our area from July - 2 weeks' notice will be given to the practice. Members of the PPG will be invited in on the day to meet with the visiting team • We are experiencing delays with our minor operation waiting list. It was suggested that those patients are contacted to communicate the delay, thereby ensuring the patient is fully aware. Kathy will action this • Laura Record has kindly volunteered to take the minutes of future meetings when she is able to attend – a much welcome offer of support 	Information	KP
8.	<p>Date of Next Meeting Tuesday 18th August 2015 6.30pm</p>		