

Central Surgery

Patient Participation Group meeting Minutes

Date: Tuesday 18th August 2015

Time: 6.30 – 7.30pm

Venue: Waiting Room

Present: Eric Charlesworth, Bob Fahey, John Fitchett, Margaret Howe, Rachel Hunt, Lynn Hunter, Valerie Leech, Laura Record, Kathy Platts (Practice Manager), Kate Walker (Practice Manager), Dr C Thompson (GP Partner), Dr S Anniss (GP Partner)

Apologies: Paul Gibson (chair), Audrey Wicks, Valerie Cleaver

Item	Item	Action	Owner
1.	<p>Welcome, introductions and apologies</p> <p>Dr Chris Thompson was introduced as the new GP Partner at the practice, Dr Anniss was out on a visit but joined the meeting shortly after it began.</p> <p>LR was introduced as the new minute taker for the PPG.</p>	Information	KP
2.	<p>Minutes of the last meeting</p> <p>It was agreed at the last meeting that a member of the PPG would find out where the Defibrillators were in the Oadby area but at the time of the meeting, this hadn't happened. BF advised that he would find out more about a local voluntary organisation which is fundraising for Defibrillators, they have raised £2000 so far and the practice may be able to benefit from this. It was also brought up that the Defibrillator at the Oadby Walk-In Centre was unavailable out of hours due to it being inside the building which would be the case at the practice unless it was situated on the outside of the building, this would be a benefit to the community as well as the practice.</p> <p>The new appointment calling system is due to be replaced within the next two weeks. The new telephone number has now gone live, this was handed out to all members of the PPG. The telephone number is 0116 2712175.</p> <p>It was raised that some patients are unaware that they need to re-register with the system if they currently order their prescriptions online and that the practice needs to let people know.</p> <p>Patients currently waiting for minor surgeries have been contacted either by telephone or letter and the waiting list is currently around 8-10 weeks. At present, Dr Cook is the only trainer for minor surgeries but Dr Anniss will soon become a trainer and the intention is to train one of the practice's registrars later in the year. It was explained that performing minor surgeries does not generate income for the practice; it is done purely for the benefit of patients. Dr Anniss also advised that the practice performs contraceptive surgeries.</p>	Information	KP

3.	<p>Matters arising</p> <p>It was mentioned that some of the information posters in the waiting area are typed all in uppercase which can be difficult for some people to read (visually impaired, people learning English, etc).</p> <p>The length of time patients are kept waiting to speak to Reception or on the phone was raised. It was noted that when on the telephone, the system automatically cuts the caller off after 30 mins which is very frustrating! This will be addressed by the practice.</p>	Information	KP
4.	<p>Membership Update</p> <p>Information regarding the diversity/age range of PPG membership will be given to the CQC. It was raised that some members have only attended one meeting and have not returned and it was agreed that letters would be sent to these individuals confirming that they were no longer PPG members.</p>	Information	KP
5.	<p>Suggestions received</p> <p>A suggestion was received advising that it would be helpful for patients to know how long they may have to wait to see the emergency doctor as a patient had been waiting for some time and had children with them. Unfortunately patients sometimes have to wait due to more serious medical problems being prioritised. It was raised that Reception should keep patients informed if there are delays for particular doctors. It was suggested that perhaps delays could be communicated to patients via the appointment screen as this is live and will give up-to-date information.</p> <p>Opening the doors earlier than 8.00am to provide shelter for patients with early morning appointments. This can be accommodated although patients will need to be aware that due to staff hours, the surgery isn't 'open' before 8am (unless for pre-arranged extended hours appointments). Patients are welcome to come in and sit down but reception will not open for appointments and queries until 8am.</p>	Information	KP
6.	<p>Discussion topic</p> <p>Premises Work to the exterior of the premises is now complete and all members agreed that it was an improvement from before. It was noted that the door to the side of the building is still 'pink' and it was explained that a patient drove into the building whilst parking in the disabled space so there is currently an insurance claim in process, part of which will be the replacement of this door which is a fire door and will be replaced at some point in the future.</p> <p>Staff – update The current staffing at the practice was explained. There are now four partners (Dr Cook, Dr Anniss, Dr Thompson and Dr Montgomery), Dr Ryan is a registered doctor and we also have two registrars. During the last year it has been difficult to give appointments to patients for doctors they have specifically asked for, due to staff shortages. We are also currently in the busiest holiday period of the year, but this should improve from next week.</p> <p>Practice Nurse, Sarah Vale has left the practice and now works out of our area. Following a full review of the clinical resources, it has been decided not to replace like for like and we have decided to input more GP time. We undertook a full review of our nursing services and discovered that we</p>	Update	KP/KW

	<p>already had more nurse time than other local practices and more than our current demand required.</p> <p>Karen Hall is due to leave at the end of August. Recruitment for her replacement will take place this week.</p> <p>The practice is currently in the process of huge change management much of this involves cultural changes for staff and we acknowledge that accessing services sometimes can be difficult. We are aware of the situation and would ask for patience from our patients in the short term. We are confident that once completed, the changes will benefit both patients and staff.</p> <p>The practice has a new Reception Manager, Rebecca Neal and patients who have any queries regarding our reception and administrative services should ask to speak with her, Josie Tweddle joins us as the new IT Manager.</p>		
7.	<p>AOB</p> <p>Advance appointments-patients have been unable to book appointments in advance as the system does not allow it. This is being resolved by the IT Manager and the system currently allows up to 4 weeks which should increase to 8 weeks shortly.</p> <p>Electronic Prescriptions will go live later this month. This means that prescriptions will go straight to the pharmacist rather than back to the GP, therefore making the process less time consuming for all involved. There is a 'safety net' in place where the GP will do a medication review to ensure patients are receiving the correct treatments but these can now be done virtually so patients do not need to go into the practice. There is also the potential in the future to have pharmacists based at the surgery to do medication reviews to free up the GP's time.</p> <p>The question of have test results posted confidentially online was raised in order to save the GP's time, however the concern is that patients may interpret the results incorrectly and therefore it is better and safer to have the GP's give the results so that they can manage any questions.</p> <p>It was asked whether the surgery will begin to open 6 or 7 days per week, Dr Anniss advised that this is likely to happen but there are no plans as yet and there is no guarantee of which doctor will work on which days,</p> <p>Missed appointments - the surgery is looking to start texting appointment reminders soon.</p>	Information	All
8.	<p>Date of Next Meeting</p> <p>Tuesday, 10th November 2015 6.30 – 7.30pm</p>		