

Central Surgery

Patient Participation Group meeting Minutes

Date: Tuesday 16th December 2014

Time: 6.30 – 7.30pm

Venue: Waiting Room

Present: Paul Gibson (Chair), Dr A Cook, Dr S Annis, Kate Walker (Practice Manager), Margaret Howe, Dorothy Kent, Suzy Allsop, Lynn Hunter Valerie Leach, Val Cleaver, Audrey Wicks, Mabel Sharpe

Apologies: Richard Vearncombe, Peter Halford, Rachael Hunt, Bob Fahey

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 asked if everyone had received 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 EPS PG asked for an update on EPS Dr Cook explained that as we will be moving over to a new computer system, this service has been delayed. We should have changed our system in January 2015 however, due to provider delays this is now not likely until to happen until April 2015. Disabled Parking PG and CD had received a response from the council regarding additional disabled car parking spaces in the town's car park. The response confirmed that the council was currently undertaking a full audit of all the town's car parks and would consider our request as part of that audit. It was noted that LCC improvement programme have added a length of disabled parking on Chestnut Avenue layby DNA's Concerns were raised again by the huge number of appointments that are not attended or cancelled by patients. The group asked if the practice could fine patients for non-attendance. It was explained that this was not allowed. It was further asked if we had a policy on DNA's appointments. We do not, at present. KW went on to say that she had previously introduced such a policy which is now widely used in many practices which is essentially a three strikes and you are removed policy. This is recognised by the Patient Registration Service as acceptable. KW said that once introduced and implemented she saw a significant drop in DNA rates. It was agreed that the practice would discuss the implementation of a DNA Policy. Booking Appointments in Advance MS asked for confirmation as to how far in advance you can book an appointment. KW confirmed that she had asked this question of reception today and it was 6 weeks ahead.	Information	PG
4.	Membership Update It was agreed that the current membership register was complete and up to date.	Information	KW

5.	<p>Suggestions received</p> <p>PG asked if there had been any suggestions received from patients. KW confirmed that she had not received any suggestions either via the website or through the suggestion box.</p>	Information	KW
6.	<p>Discussion topic – The future landscape for the NHS GP Services & the impact for Central Surgery</p> <p>Dr Cook outlined the recent changes for Central Surgery. After CD's departure, it was decided to share the management services with Croft Medical Centre and for 2-3 months Philip Shelton came across to work with the practice. Philip has now left Croft and we realised that the practice needed to secure some experienced management services whilst they considered their options. Kate Walker & Kathy Platts (2K Management Services) have been recruited as locum managers for the practice whilst we look to recruit a permanent business manager. AC thanked KW/KP for the work they are doing and feels that they are doing a very good job so far. We are currently advertising for a business manager, we have had some good applications so far and the closing date is not until end of December 2014 with interviews in mid-Jan 2015. Although with a likely notice period for the preferred candidate, we are looking towards the end of the first quarter of 2015 before they are in place. AC went on to explain the difficulties the practice has had over the last 6 months. Two partners are currently off on long term sick Dr Ryan is due back from maternity leave in early April and Dr Cook & Dr Annis have been the only regular GP's holding things together. However, we have managed to build a good group of regular locum GP's who have been helping out tremendously in our efforts to ensure that we offer continuity to our patients. These are Dr's Austin, Hadley, Kenyon, Moore-Elphick, Montgomery and Ali.</p> <p>PG suggested that we put a poster up and try to get out to as many patients as possible to bear with us.</p> <p>AC went onto to talk about the long terms plan for the NHS nationally (bigger practices of 25-20 thousand patients) which would involve GP practices either formally merging or working together in a more federated way. The idea being that this would increase service provision for patients as more hospital based services are now being brought out into the community.</p> <p>Central Surgery have been talking with Croft Medical Centre regarding options. One of which could be a new organisation that works together. Talks are still ongoing but we have put a date of summer 2015 as one to work towards. There is a lot of work to be done. There are many advantages of joining practices together. Providing care more efficiently, effectively, increased access and continuity and we have to consider how we are to manage the 7 day working which will be with us soon. Equally there are things that need to be agreed and shared. AC assured the group that this would only go ahead if we felt it was the right thing to do and he would welcome the opinions of the patients via the group.</p> <p>CQC a discussion took place regarding the recently published banding and it was noted that Central Surgery had been ranked as a Band 6 Practice which meant that although we would still receive a visit within the next year, we didn't have any issues of concern that indicated we should be visited earlier.</p> <p>A question was raised regarding the WIC AC said as far as we are aware the GP list there was to be dispersed. The service has been taken over by another agency and it is intended that it will become a minor injuries nurse led service.</p>	Poster	KW
7.	<p>AOB</p> <p>KW introduced the new Friends & Family Test and explained the legal reporting requirements for the practice. She went onto explain that unlike the old Patient Surgery completed only once a year, this is real time information and the practice can respond much more quickly to issues and identify any problems or share</p>		

	good news with patients. Reporting for this begins in January 2015 and we are waiting for our 'practice pack' to arrive. KW asked group members to spread the word with patients why it is important to use this method of giving us information.		
8.	Date of Next Meeting It was agreed to meet again on Tuesday 10 th February 2015 at 6.30pm		