

Minutes of Patient Participation Group

Held on Tuesday 26th July
2016

In The Training Room

Apologies

Janet Cole
Pam Wright

Bryan Cole
Marjorie Hopton

Joan Bramley

Attending

Dr S von Schreiber
George Morris
Patricia Chambers
Enid Morris
Margaret Breeds

Julie Rutter (chair)
Gayner Hibbert
Susan Waitt
Pat Gregory
Patrick Jones

Jo Hunter (minutes)
Pamela Smiley
Gertrude Elphee
Martin Liddle

The Minutes of the previous meeting were accepted as a true record

Matters arising from last meeting

- Mr Liddle asked for an update on the issue of nominated doctor changing on repeat prescriptions. Julie commented that the authorising doctor will appear on the prescription as it is signed which may mean a different GP appears on the bottom of the prescription if the usual GP is away at the time of signing.
- Julie reported that still no applications had been received for the salaried GP job. She informed the meeting that Dr Torkington will be retiring in July 2017. Julie informed the meeting that action is in hand to ensure a new partner is in place when Dr Torkington retires. The general shortage of GP's was discussed and paperwork was handed round showing the number of practices in Derbyshire advertising for a salaried GP at present. Julie commented that the shortage of GP's and locum availability is having an effect on appointments and apologies were expressed by the manager.
- Message in a bottle bottles were now available in the practice for patient to access.
- Ros Hague (the care co-ordinator) is happy to attend the meeting and discuss her role but is away on holiday at present.

ACTION: Julie to speak to Ros re speaking at a future meeting

- Julie reported that a Dementia Friends session had been booked for Wednesday the 3 August at the surgery. Names were requested of interested attendees. All agreed this was late notice and a poor response was noted, it was agreed the session should be cancelled and rearranged for a month or so ahead. Julie offered to forward the next date information by post but asked that members respond to the invitation so that numbers could be ascertained.

ACTION: Julie to contact Dementia Friends to rearrange

1 Item 5 – CQC report

Julie reported that the CQC report is now available on line and she also handed out paper copies to those at the meeting who wished to see one. All agreed the "Good" result was a credit to the practice. Julie introduced the "outstanding" areas of the report and the one area (Legionella testing) which needed addressing, which had now been done. The next

inspection would be in 5 years' time. It was suggested by Mrs Breeds that perhaps a poster could be displayed outlining to the patients the great result and thanking all the staff for their hard work.

ACTION: Julie to look at displaying a poster in the waiting rooms

2 Item 6 – 21C joined up care consultation

The proposed closure of Newholme and Bolsover hospitals was discussed and the effect this may have on the care of patients. A video was shown to the meeting showing the proposals and thoughts behind the 21C plan and how patients can have their say. Julie commented that consultation meetings had taken place already but the CCG had offered to attend a drop in session at the practice where patients could attend and question them. Julie will inform the PPG as to when the drop in session will be and encouraged attendance. A poster was suggested to advertise the drop in session.

ACTION: Julie to arrange a drop in session date and poster.

3 Item 7 – Surgery Update

Leanne Mateusevics (Practice Nurse) had now left the practice to work nearer her home. Interviews were planned in the near future for her replacement.

Hazel has now left the practice and had been replaced by a young lady called Sammy.

The flu clinic is to be held on either the 1/10 or the 8/10 at the Methodist Church, volunteers were requested from the PPG please.

A raffle was introduced in order to raise funds for the McMillan cancer centre. The pictures had been painted by Ted Stevenson and donated by the family on his recent death.

AOB

- A discussion was held on ghost patients and whether the proposed removal of these from GP lists would benefit the practice. Julie suggested this would not make any difference to the workload as these patients were not attending the practice in any case and in fact the funding to the practice would be cut as these patients would no longer be paid for.
- Julie introduced to the new meeting the transferring of medical records, now controlled by Capita, and the inadequate service that the practice was receiving. The transfer of medical record routes were discussed and the meeting were shocked that the process had become unworkable under the new company. All hoped the system would improve soon. The suggestion was made that the item be added to the locality PPG meeting.

ACTION: Julie to add the agenda item for discussion at the next meeting.

- The numbers of missed appointments was discussed. Julie commented that nothing could be done to charge patients who did not attend at present although the issue is being discussed nationally at present. The DNA policy within the practice was discussed. Text message reminders are forwarded to jog patient memory, it was suggested that perhaps a further text message nearer to the appointment time could be forwarded also. Mrs Breeds introduced that a Sheffield Hospital sends voice messages the week prior to appointments offering the chance through the telephone to rearrange or cancel the booking.

- A discussion was held on communication failings within the practice. Concern was raised that messages left with reception regarding forthcoming trips away from home were not fed back to other departments and the subsequent booking of future appointments resulted in the wasting of valuable appointment time with nursing teams. Dr von Schreiber explained that logistics of ensuring all messages were acted upon made this difficult to achieve with so many patients being booked into appointments on a daily basis. It was agreed that the computer system be looked at to see if there is any way of improving messaging tasks so that appointments are prevented from being booked by default if a patient is away. It was suggested that perhaps Julie could take the issue to the next practice manager meeting to see if other practices have ideas on how to successfully manage the issue.

ACTION: Julie to speak to other practice managers.

- The recent National practice satisfaction survey was discussed. Results had been published in the Derbyshire Times and the surgery had come 546 out of over 7,000 surgeries across the UK. All agreed this was an excellent result.
- It was commented that the chemist did seem to have improved of late.
- Concern was raised by a member of the meeting that the front desk was sometimes left unattended. A buzzer was requested to be installed to draw attention to the fact that patients were waiting to be seen when the front desk was unoccupied. Julie commented that this issue was noted and was to be brought to the attention of the reception staff.
- Prescribing issues were discussed. Julie suggested this item be added to a future agenda and to ask the new manager of the pharmacy to attend the meeting which all felt was a good idea.

ACTION: Julie to contact the pharmacy manager re attending.

Next meeting Tuesday 25th October 1pm at the surgery.