

Dr P A A Wood & Partners Patient Participation Group

Minutes of the meeting held on 8 June 2016

Present: Refer to sign-in sheet attached

Item No.	Detail	Who	Status
1	Introduction to Nicki Nicki is the new Admin Assistant working with GC and will be taking the minutes of the Patient Group meetings.		
2	Apologies Received from Janet Sharp, Peter Wilhelm, Hilda Steele, Peter Steele, Thomas Bradley, Val Haylett, Margot Keats, Barrie Armitage and Brenda Armitage.		
3	Minutes of the last meeting held on 10 February The minutes of the meeting held in February were completed by Tamara and are on the practice website. GC reported that Tamara will no longer be the chairperson due to a change in her personal circumstances. The group needs a new chair. Nicki will minute the meetings. Anyone interested to please contact GC. GC advised that future meeting invitations will be sent out by email to those members who have given an email address. Otherwise they will continue to be sent by post.	ALL	
4	Actions from Previous Meeting Touchscreens – currently waiting to find out if the CCG will provide these.	GC	
5	Agenda item: Patient Feedback GC circulated the results of the GP Patient Survey for Park Farm Medical Centre. The statistics show that the practice is doing really well with some very good scores. There was discussion around the way that surveys are issued. GC advised that they are sent out by the NHS randomly to patients. A member asked whether complaints are directed to the Practice Manager. GC explained that complaints received by the practice are dealt with in accordance with the Complaints Procedure and responded to formally. PW added that meetings are held to review complaints to check that issues are dealt with and awareness is raised. An Annual Review Complaints Meeting is held where everyone gets together to go through every complaint logged, looking at how they were dealt with and any trends being noted. The upcoming Care Quality Commission inspection will look at statistics, complaints, significant events, training		

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and development, health and safety etc will be looked at.

GC asked if any members would like to volunteer to come in to speak to the inspectors. Rachel volunteered for this.

No date yet, but working towards it. All policies and procedures are being reviewed, the fire evacuation procedure has been amended, 2 fire evacuation drills have been carried out this year and there is a Development Plan in place for the practice. The results of the inspection will be published on the CQC website and will also be put in the patient newsletter and on the practice website.

6 Agenda item: Practice Projects

a. Patient information screens

Southern Derbyshire Trust is providing a patient information screen that can run videos, with a ticker tape at bottom of the screen. It will also be the new patient calling system at Park Farm and will advise if a doctor is running behind. The site survey is complete but no delivery date yet.

b. Text Message System – MJog

The system will send out appointment reminders by text and smart phone owners will be able to cancel their appointments too. Can send out texts to let patients know about clinics and meeting dates. It is hoped that it will cut down on the number of missed appointments. A group member suggested the new patient screens could be used to make people aware of the number of hours that are lost due to missed appointments, possibly with the associated cost. GC said that it would be considered. After an appointment has been attended, a survey message will be sent out to patients automatically.

c. Accessible Data Information

Work is being started on a new project to increase the variety of communications given out to patients with visual and hearing impairments.

7 Agenda item: Resourcing

New admin assistant has started and a new nurse who has just finished her university training so will be doing more clinics. One of the nurses has started a student mentoring course. When this is completed the practice can have student nurses, which could help with future resources, as it is hoped they may come and work here.

Dr Richard Furness is leaving the practice at the end of December. Currently in the process of recruiting and interviews will be held in the next 3 to 4 weeks. Taking on 2 doctors, 1 to replace Dr Furness and 1 additional doctor. Recruitment is difficult due to a national shortage of doctors but it helps that it is a training practice with a good reputation. Members said they were sad to see Dr Furness go.

PW advised that from 1st October he will become the CCG Chair and

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	will be reducing his sessions to 2 days per week.		
8	Patient Group Questions		
	<ul style="list-style-type: none"> a. A member asked what the difference is between partners and doctors. PW explained that partners are responsible for and own the business and sometimes the buildings. Salaried doctors may choose to just be salaried and not a partner. All are equally qualified doctors. b. A member asked if there's anything that can be done to retain doctors. PW reported that issues are discussed at meetings and are supported, for example, they can reduce the number of sessions if they don't feel able to work so many hours. c. A member asked if there was a cap on the number of patients registering with the practice. PW advised that there is no cap and that practice has increased its provision capacity in line with the growth in list size. It is currently increasing by 35-40 patients per month and the boundaries have just been expanded. The number of consultations per person has increased to 6.5 per year, per patient. This is likely to be due to the amount of medications that people are on. d. A member asked about why appointments booked online are 2 weeks away. GC explained that a good proportion of appointments have to be kept for urgent on the day bookings. 		
9	Any Other Business		
	<ul style="list-style-type: none"> a. Flu vaccines - Rosemary Smith asked about a recent media story that suggested flu vaccines have better results if they are given in the morning. GC reported that the flu campaign is planned a year in advance to ensure there are enough vaccines. Clinics over 3 days have already been organised. The bulk will be done in the mornings as the clinics are usually finishing by 2 or 3pm. b. Joint PPG Event on 7th September – A group of practices in the locality are holding a joint PPG event. The venue is to be decided. GC can take 4 people from the patient group with her. The main drive is to get patient groups together so they can talk to members from other groups to find out how their groups are run and what they do. For example, some groups have social events, visit other patients who are alone or recently bereaved, arrange coffee mornings etc. Volunteers: Susie, Rachel and Val. 		
10	Next Meeting		
	Will be held on 5 th October 2016 at 7pm at Park Farm Medical Centre.		