**Minutes of the Patient Participation Group (PPG) meeting held on Tuesday 21 June 2016, 1.30pm**

**Action**

**CJ**

**CJ**

**AB**

**Present:**

Cathy Jones (Chair)

Ann Bennett

Ian Bennett

Pat Riley

Janet Charity

1. **Minutes of the last meeting**

The minutes of the last meeting held on 19 April 2016 were agreed as a correct record.

1. **Matters arising**

Premises development – CJ confirmed that the project was running to schedule and we were on target for completion by 22 July 2016. We noted that car parking continued to be difficult though we had still had received no complaints.

The new dental practice was not yet open; expected soon.

Blood test letters - CJ had checked the blood test letters and confirmed that the abbreviations used were primarily for practice use and generated by the clinical system.

PPG members were concerned that patients were not always advised whether a blood test was fasting or non-fasting; CJ stated that the doctors would advise patients if it was a fasting test (so if not stated then it would be non-fasting). IB stated that patients were not always given a patient information leaflet about the fasting test if this was required. CJ agreed to check this.

Post meeting note: these should be issued by the doctor when appropriate.

Timing of telephone consultations – this was further discussed. CJ reiterated that she had taken this back for further discussion, but although the doctors recognised that it was not an ideal system it was felt that we could not improve upon it; that actually we provided a service which many other practices did not. Where patients expressed a preference or time to avoid the doctor would aim to do this. IB felt that the text message was badly worded and the specific appointment time was confusing. CJ agreed to look again at this, but indicated that the appointment time was automatically generated by SystmOne.

CJ confirmed that, in the light of patient feedback, on-line booking had now been introduced for telephone consultations.

CCG forum – AB was planning to attend this event on 30 June 2016, on behalf of the PPG and would report back.

Adult Hearing loss services – re: organising of educational session for PPG members (as well as separately for the practice team) one lunch time. A local Audiologist would visit the practice and talk about the daunting world of hearing loss. This would include information on hearing aids, the links between hearing loss and depression, on dementia, referral options, etc. There would also be an opportunity for Q & A. Also to approach Willington Surgery PPG to see whether they were interested for us to organise a joint session and the Carers’ Association/Group to see if they wished to join the session.

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Liaison with other PPGs - CJ explained that we had had various contacts (see below) wishing to speak to PPG members. It was felt that if we could combine with the Willington PPG (or other local PPGs) as above, this would mean a larger group making it more worthwhile for an external visitor to attend. It would also be a useful opportunity to meet other PPG members.

CJ explained that we had had contact from the local Citzens’ Advice Bureau offering to visit to talk to PPG members about the services the CAB has to offer.

We had also had contact from the local research network offering to do something similar, to explain the work that they do, including the clinical trials organised locally and offered to qualifying patients.

**CJ**

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1. **Practice Update**

Dr Sasha Wheatcroft

CJ confirmed that Dr Sasha Wheatcroft had been recruited as a new GP Partner and would start formally on 1st September. In the meantime she would be helping us out providing some locum doctor cover, alongside Dr Ruddle and Dr Somarathi.

Nurse changes

CJ explained that we had re-advertised for the Practice Nurse vacancy.

Post meeting note: we have recruited Suzanne Huchmacher to this post, working 24 hours per week, start date: 12th September 2016.

Flu

CJ confirmed that instead of open ‘drop in’ flu clinics, we were organising appointments for all patients eligible, all clinics to be held in the surgery. We did not have the capacity for drop in of large numbers here and it was felt that this would work more smoothly.

PPG members offered to provide their assistance if required; CJ confirmed this had been really useful in previous years – we would be in touch nearer the time. PPG members enquired about arrangements for Care Homes. CJ confirmed that the nursing homes do their own, that the District Nurses vaccinate in the residential homes or those who are housebound. AB offered to help in putting letters out to patients in Peartree Court, Almshouses and Belfield Road flats if that would be helpful.

1. **Complaints Summary 2015/16**

This had previously been distributed to PPG members. It was noted that during the year 26 formal complaints had been received by the practice, either in writing, via the telephone or in person. A further 19 complaints had been resolved to the satisfaction of the complainant within two working days and are therefore not recorded as formal complaints. The practice sent 4 letters to patients during 2015/16 regarding aggressive or abusive behaviour.

In summary the overall level of complaints had fallen in comparison to the previous year, although complaints about appointments had slightly increased. The PPG noted that a number of patients were presenting at the surgery doors at 8.00am to get an appointment. CJ acknowledged that appointments/access had been affected by medical vacancies, but assured PPG members that this would improve from 1st September. CJ also confirmed that patients would always been seen on the same day if they had an urgent medical problem; AB confirmed her experience of this.

One complaint was treated as a ‘Significant Event’. Learning points were identified and discussed in practice and with the wider practice team.

It was noted that the FFT (Family and Friends Test) results were generally positive, although numbers for last month were low. The Practice Administrators/Reception team did endeavour to ask patients and encourage completion when time permits.

1. **Attendance by prospective new members**

No one attended today.

It was agreed to invite another prospective new member to the next meeting as below.

1. **Any other business**

Minor injuries service - PPG members enquired about future continuity of the minor injuries service in the practice, which was currently only commissioned by the CCG until the end of September 2016. CJ stated that we were awaiting an update on this. PPG members felt that this was an important local service and agreed to get involved to support the practice in continuing this if needed.

Place based commissioning – CJ confirmed that this was the new commissioning initiative designed to encourage local collaboration and shared working across practices. More information was expected in due course.

Angela Disney - PPG members enquired about whether Angela Disney should have a title added for self-check in, patient call system, texts etc. CJ agreed to discuss with Angela as to whether this was required.

**7. Date and time of next meeting**

Tuesday 20 September 2016, 1.30pm.

CJ/PPG/Meetings/PPG 20.09.16