

PRESTON GROVE MEDICAL CENTRE

Minutes of the **Patient Group Meeting** held on **Monday 1 June 2015** in the **Common Room** at **Preston Grove Medical Centre**

Present: David March, Patient (Chair)
Dr Ian Boyland
Emma Dunford, Somerset CCG (Item 3)
Chrissie Gee, Patient
John Hann, Patient
Ruth Hann, Patient
Sally Higgins, Office Manager
Sue Jay, Nurse Manager
Karen Lashly, Practice Manager
Christine Lincoln, Patient (Secretary)
Peter Spranklen, Patient
Oliver Taylor, Somerset Community Support Unit (Item 2)
Michael Tritton
Eva Whear, Patient
Dee Williams, Patient

1 Welcome and Apologies

1.1 David welcomed everyone to the meeting. Apologies were received from Philippa Clifford, Malcolm Jeffries, Kathy and Mike Way.

2 Tele-Health

3.1 Oliver Taylor from the South West Commissioning Support Unit talked about tele-health and demonstrated some of the items available.

3 Somerset Choices

- 3.1 Emma Dunford talked about the Somerset Choices website being jointly developed by Somerset County Council and Somerset CCG. The website is currently being populated ready to go live in June 2015. A lot of information has already been added; however there still gaps and Emma would like people to get in contact with her to share information on groups that can be included.
- 3.2 A big campaign is taking place with providers, support groups and charities encouraging them to sign up. There will be media campaigns and posters and business cards are being made available.
- 3.3 Emma Dunford asked for some feedback on what other groups needed to be included on the website and how to promote the website for people to use.
- 3.4 Karen said information can be included on the television screens in the reception area. Emma will send a slide show that can be included on the screen along with posters and information that can be displayed in the surgery.
- 3.5 Emma will get in touch with Julie Woan so that information can be forwarded to all the Carers Champions. Information can also be sent to Practice Managers Group which is chaired by Marcus Pawson from Westlake Surgery.

4 Minutes

4.1 The minutes of the meeting held on 13 April 2015 were agreed.

5 Actions and Matters Arising

5.1 Dr Boyland was in attendance at the meeting as the GP representative.

5.2 Karen is currently reviewing the website and will check there is clear information available about booking on-line appointments.

5.3 Peter asked when the last time money was donated into the benefit fund, as we need to be careful how this is spent in the future. Sally said nothing has been added for a while. David said the fund is to provide services that assist patients and at the last meeting it was agreed to spend some money on signage for the car park and new carpets for parts of the surgery. Karen said the money is there to be spent and funds raised when needed. Any suggestions for spending the money would first be put to the partners and then to the patient group. David suggested have this as a standing item on the agenda to keep the group informed about this fund.

5.4 David has drawn up a Trust Deed for the patient fund which makes Karen, Sally and David signatories for the fund.

5.5 Photographs have been taken of some members ready for ID badges.

5.6 Karen said she has stopped advertising for patient group members.

6 Terms of Reference and Rules of the Patient Group

6.1 David said the Constitution for the PPG is the Terms of Reference and Rules. It currently states in the Rules the maximum patient members is up to 12; with the two new members there are now 12 in the group, however there are some additional patients who would like to join, so it was agreed at the meeting on 13 April we would increase the number to 14. David proposed a resolution that the Rules are amended to show a maximum of 14 patient members. This was agreed by all present.

ACTION: David would agree some wording with Christine to add as an addendum to the Rules

7 Feedback on Dementia Health Event

7.1 David thought it was a very good event and the speakers presented the information in an understandable nature. Not many people attended, but this meant that everyone was happy to raise questions and take part. Karen said that Mandy, the Carers Champion, did contact all the carers but it was difficult for them to attend as they would need someone else to sit with their patient.

7.2 Peter said local radio station, such as BBC Somerset Sound is always happy to advertise local Health events. There are also other local stations that can also be used.

7.3 Christine said some information on dementia is being put together following a similar event held in North Sedgemoor, when this information has been checked for accuracy; it will be shared with PPGs across Somerset and the Alzheimers Association.

8 Extended Hours

- 8.1 Karen said the practice was offered an enhanced service to open extended hours, which is funded. The amount of additional time is worked out on patient numbers, so Preston Grove has to provide 6 ¼ hours extended hours each week. This is currently achieved by opening every other Saturday morning, when there are two GPs and one receptionist on duty and appointments are pre-booked. The rest of hours are made up on Tuesday, Wednesday and Thursday evenings.
- 8.2 Patient feedback has shown patients like Saturday morning appointments but not evening appointments. Karen has been looking at other practices and they offer early evening telephone calls instead. This has been reviewed and other practices offer telephone calls. Preston Grove are proposing to do this, every doctor will make two calls after surgery every day; meaning patients will get to speak to their own doctor. A survey will be carried out to find out if this is what patients would like and Karen will send this to the patient group for approval.
- 8.3 Chrissie said her experience from working at Westland is that employees would like to attend appointments out of hours as increasingly employers do not want employees having appointments during the working day. Karen said employees should be able to attend during the day for doctor and hospital appointments.

9 Patient Suggestions/Complaints

- 9.1 One complaint received from a patient said *"It is a shame the doctors and nurses are never on time, I appreciate their time restraints but they are always running late"* Sally looked at the appointments for this complainant who has recently had two appointments, the first was 5 minutes late and the second 16 minutes. The group agreed that was not too bad and there is a notice up saying to let reception know if you have been waiting more than 15 minutes to let them know. This complaint was noted.
- 9.2 The second complainant said *"When calling to make an appointment I think it would be better for data protection reasons if the receptionist ask the patient on the phone to give them their address rather than asking them to confirm it"*. Karen said for data protection reasons we have to ask patients to confirm their address so we are not giving them someone else's information. This was also noted by the group.

10 Staff Suggestions

- 10.1 Mandy Mason the Prescribing Manager has put together a Prescribing Newsletter and would like the group to review this and let her have any comments by 5 June. This will be put in the waiting room for patients and also on-line.

ACTION: Review the newsletter and let Christine, Sally or Karen have any comments

11 Practice Updates

- 11.1 Karen said they are still working on the support for GPs; one receptionist would like to join the admin team who will help the GPs with their document management. This leaves a gap in reception.
- 11.2 Sally has started work on the PALS (Patient Advice and Liaison Service) role and will have some support. Sally said this is starting slowly and she is currently dealing with the Independent Living Team and will start dealing with the District Nurses.
- 11.3 Karen said she is going to contact a colleague who has been covering for maternity to see if she would like a permanent role. The practice is currently advertising for an apprentice.

- 11.4 The new partner, Dr Emma Jones, starts on 1 July and all relevant patients will be contacted to confirm which GP list they will be on.
- 11.5 The practice is getting ready for a CQC inspection sometime during July/August. This has involved tidying up health and safety and fire procedures. Mandy has been working on infection control audits. A lot of work is being done on the HR policies and a Human Resources colleague is helping to review all of these. There will be staff training on appraisals and dignity in the workplace.
- 11.6 A social group has been set up for staff to build up team morale, with one member from each team being part of this group. They will be tasked with come up with a summer social event and a Christmas event for staff.
- 11.7 The building is being reviewed, new flooring will shortly be laid in some areas and the exam rooms will be updated. General magazines have been removed from the waiting room and have been replaced with a small selection of health related magazines and practice newsletters will also go into the waiting room. PAT testing has been carried out and the building has had its five year certification and is currently waiting for an asbestos check.
- 11.8 The appointment system has been reviewed and some changes made, so patient should find it easier to get an appointment with their own GP. This seems to be working well and Karen would like feedback from the patient group on this.

12 Any Other Business

- 12.1 Ruth asked about breast cancer checks and the age groups covered. Sally said there is some catch up taking place and ladies are being checked between the ages of 70 and 73.

13 Date of Next Meeting

- 13.1 David said the next meeting will be held on Monday 13 July at Preston Grove Surgery starting at 5.30 pm and thanked everyone for attending the meeting and their input.