OLMC

Old Leake Medical Centre

**PATIENT PRACTICE GROUP (PPG) MEETING**

**13th May 2015**

The meeting opened at 2.00 pm.

Present: Mrs. R. Bell, Mrs. J Lote, Mrs. N Evison, Mrs. S Martin, Mr. M Jaques, Mr. A Clark, Mr. G Chilton, Mrs. B Forth, Miss. P Smolenaars,Mr. S Maude, Mrs. J Albon-Smith, Mrs. F. Grant and Mr. C. Maddison (Minute Taker)

1. Apologies

Apologies were received from Mr. M. Caukwell.

2. Approval of Minutes of the Previous Meeting

The previous minutes of the meeting held on 11th March 2015 were approved without amendment.

3. Matters Arising

Mr. Clark mentioned that he had queried a news item regarding free hearing aids no longer being available on the NHS and had received a response from the Local Clinical Commissioning Group (CCG) they have confirmed that this was not the case in Lincolnshire and it was something that each individual Commissioning Group Nationwide could make their own decision on, and the decision for our locality was that they would continue to be provided.

4. Feedback from Patients (NE/JL)

Mrs. Albon-Smith asked that her appreciation for the Reception and Dispensary be noted. She had requested an appointment and stated that the prompt, friendly service she had received was fantastic. She also praised the dispensary for preparing medication for her at short notice. She stated that despite being aware of the pressure the staff are placed under, they couldn’t have been more helpful.

Mrs. Lote brought up that she had a patient who wanted it documenting that the staff at OLMC were very helpful in sorting some medication for her, she had seen in previous PPG minutes that some patients complained about repeats and dispensary but she herself could not be happier with the service.

Mrs. Martin brought up about an incident relating to some medication that we were unable to obtain for her and as such a script was prepared to take to a pharmacy. The problem she encountered related to the communication and the fact that the staff couldn’t leave an answerphone message to inform her about the problem, or even a message to call the surgery back.

Mrs. Lote explained that the Practice policy at the current time was not to leave answerphone messages due to possible confidentiality issues and potential issues at home, especially in cases where a patient may not want family members to know they are seeing the GP or frequenting the surgery.

Mrs. Bell felt that she personally could not see a problem with leaving a very standard message, where appropriate but that she would discuss this further, initially with Mrs. Lote and Mr. Maddison, then the Practice staff and report back to the PPG at the next meeting.

5. Staffing Update (RB)

Mrs. Bell confirmed that Dr. Naeem had started at the Practice as a full time salaried GP.

Mrs. Bell also stated that she had started working for the Practice from the 30th March in the role of Practice Manager, she stated in her short time she had enjoyed working for the Practice and had received good support whilst settling into her new role.

Mrs. Bell confirmed that the practice would have a new Nurse Practitioner starting on 15th June, Zoe Taylor. Zoe will be having minor illness clinics, similar to the urgent appointments we offer at the moment with the eventual plan being that more routine bookable appointments will be available with the GPs. Mr. Clark queried who would decide if the patient was to see a GP or the Nurse Practitioner?, Mrs. Bell stated it would also be patient choice but that for minor illnesses she would like to see the Nurse Practitioner being used as it will allow as stated above for more routine appointments with the GPs. Mrs. Bell also stated that the Nurse Practitioner would have the full support of the GPs and the ability to refer more complex issues back to them.

6. Education Evening Event (JL/ CM)

Mrs. Lote stated that from feedback received the last event was poorly attended, the group confirmed this to be the case with the amount of attendees who weren’t PPG members being 2. The group gave praise throughout to Louise Irving who was an excellent presenter and very knowledgeable and passionate about her subject.

The Group discussed the possible reasons for the failure of the last event, and it was felt that the promotion of the event might not have been as strong due to some changes within the Practice.

Mr. Maddison stated that he had reviewed the last event and its promotion as he had felt embarrassed by the attendance. The event was previously promoted in the following ways

* Old Leake News – Poster has been sent to OLN for inclusion in their next publication.
* Flyers will be placed in Repeat prescription bags towards the end of the month.
* Jayex board promotion
* Posters in the waiting room
* OLMC website

Mr. Maddison confirmed he had also looked at additional promotional methods, which were being trialed for the event on 22nd June, these include:

* Posters and flyers sent out to all Boston locality practices and also Spilsby, Stickney, Sutterton and the Skegness practices.
* Posters and flyers sent to PHB Pain clinic and also Boston West Hospital.
* Posters and flyers to be displayed in local shops and community centres (Butterwick, Leverton, Old Leake, Wrangle, Friskney)
* Flyers provided to linked Health trainer to circulate amongst the Health training team
* Boston Standard have agreed to publicise the event for free via the paper, website and Social media.
* Event has gone onto the Lincs FM website

Mr Jacques suggested that we try and determine at the next event the method in which people found out about the event to help with future promotion, it was agreed that this would be done.

7. Infrastructure Improvement Fund

Mrs. Bell explained about the Infrastructure Improvement Fund to the group, explaining that this fund had been created by NHS England to allow GP Practices such as ourselves to apply for funding to improve their building.

Mrs. Bell confirmed that the Practice had applied, and been successful in obtaining a grant of up to £500,000 to develop and improve the Surgery. The outline plans, subject to advice from the architect and planning permission would include the redevelopment of the dispensary into a different part of the building with its own dedicated waiting room and access area. The architect is looking into developing a small piece of land at the back of the premises, which is currently a garden and building an additional Practice Nurse room, Phlebotomy room and waiting room at ground level with Administration staff being based on the second floor.

Other areas for improvement would be the creation of an additional GP consulting room by merging the current Gents Toilet and kitchen and creating a new unisex patient toilet where the current ladies patient toilet is, record store room, additional reception area, restructured Management offices,

Mrs. Bell highlighted to the group that the downside of this funding is that all work must be completed by the end of the current financial year (March 31st 2016) so obviously time was very tight, especially considering planning could take up to 12 weeks.

Mr. Maude questioned why it had to be done so quickly, Mrs. Bell confirmed it is a stipulation from NHS England to ensure they can budget forecast correctly.

Mrs. Bell stated that all the above is subject firstly to architect advice, and then planning permission but she would keep the group updated and pop plans in the waiting room when we are at that stage.

It was highlighted that obviously this work would cause disruption to the practice in the interim, however the obvious benefits would outweigh the initial disruption.

Mrs. Bell also confirmed that the box hedging/ parking barriers agreed for the front of the building would be best delayed until the work is completed, this was agreed by the group.

8. Patient Survey 2015

Mrs. Lote mentioned that it was time to think about the patient survey for this year, It was explained to Mrs. Bell that the survey was normally distributed and prepared ready for publication of the final results at around October each year.

Mrs. Bell queried if the survey is given to patients during the flu clinics, it was confirmed that this wasn’t the case and that it was normally distributed from the website, reception or delivery bags for those who are on the delivery list.

Mrs. Martin queried whether the survey actually still needed to be completed each year, Mrs. Bell and Mr. Maddison felt that this wasn’t the case contractually. The group agreed that Mrs. Bell and Mr. Maddison would look further into this, the view being that if we are not required to do it, that we do not proceed with the survey for 2015 and release a survey in 2016, hopefully when the building renovations are completed. The general feeling of the group was that the survey has started to become stagnant and a year break might be beneficial.

9. Virtual Patient Council

Mrs. Bell brought up that both Mrs. Evison and herself had attended the Virtual Patient Council meeting in March and notification has since been sent that the sign up is now available on the CCG website on the link listed below.

<http://lincolnshireeastccg.nhs.uk/virtual-patient-council>

10. Any other business

Mrs. Lote apologised as Dispensary is currently running behind by around 1 day, this is down to several factors including being short staffed through pre-arranged holiday and also sickness, the recent bank holidays but also some patients collecting earlier than the 5 working days and as such slowing things down.

The dispensers are working very hard to get back on track and as always your patience is appreciated.

Mr. Maude commented that he had come in a few weeks ago to use the surgery pod, however the sun was affecting the screen use and as such he decided to pull the blinds across for a couple of minutes whilst undertaking his pod consultation. This action was frowned upon by other patients in that waiting room and Mr. Maude queried whether another screen could be purchased for the other side of the Pod machine to deflect the light.

It was agreed that Mr. Maddison would look into this, either by way of a screen similar to the one on the other side of the pod, or something similarly effective.

11. Date of next meeting

It was agreed that the date of the next meeting will be on the 15th of July 2015 at 2:00pm.

The meeting closed at 2.59pm.