

OLMC

Old Leake Medical Centre

PATIENT PRACTICE GROUP (PPG) MEETING 18th January 2017

Minutes of the meeting held on the 18th January 2017 at OLMC.

Present:		
Mrs. J Lote	JL	Dispensary Manager
Mr. C Maddison	CM	Deputy Practice Manager
Mr M Jacques	MJ	PPG Chair
Mrs S Martin	SM	PPG Vice Chair
Mr A Clarke	AC	PPG Member
Miss. P Smolenaars	PM	PPG Member
Mrs L Bulbick	LB	PPG Member
Mr S Maude	SM	PPG Member
Mrs B Forth	BF	PPG Member

	Item	Action
1.	Apologies: Apologies received from Noreen Evison, Frances Grant, Jennifer Albon-Smith, Malcolm Caukwell and Rachael Bell	
2.	Approval of previous minutes of 09/11/16: The minutes of the previous meeting of the 9 th November 2016 were approved.	
3.	Matters arising: MJ brought up about the presence of PPG members in the waiting room to become known and available to the Patients they represent, he wasn't aware of anyone having done this since the last meeting, and also felt that there wasn't much interest from the group in doing so. The feeling of the meeting was that, it was agreed at the last meeting to do this when the building work was completed and this would remain the case. The group were advised the peak times to attend are when clinics are being run so normally morning and late afternoon.	
4.	Building update: JL updated the group that the building work was progressing, and as can be seen the waiting room is being worked on. There had been hold ups with the electricity at the front, and sewerage at the back but things were now moving along. MJ queried if the original completion date of 31 st March was still on track, JL and CM advised that this wasn't the case but it was hoped	

	<p>the delay would not be substantial and that the Practice was liaising with NHS England regarding the delay due to their criteria being completion and project sign off by the 31st March 2017.</p>	
<p>5.</p>	<p>Books for sale</p> <p>JL informed the group that second hand books would be for sale in the waiting room on a purposely placed shelving unit and priced at 50p each.</p> <p>AC queried whether this would be just to clear out old books, or whether this would be a regular feature? CM confirmed that it was planned as a permanent feature and would raise additional income for the patient fund, which helps to purchase, non-essential equipment to benefit the patient experience.</p> <p>All donations of any other books, or even DVD's would be appreciated.</p>	
<p>6.</p>	<p>Patient Feedback</p> <p>There was several items of patient feedback received including needing more car parking, new chairs in waiting room not staying in rows, people not liking the new seating.</p> <p>The group acknowledged that car parking will always be an issue, but isn't something the Practice has the ability to change. The new Chairs are not positioned in their intended position; once the building work is complete they will be placed more suitably.</p> <p>The overwhelming feeling of the group was that the chairs were better than what we used to have in the Practice.</p> <p>A patient had fed back that the Practice was very clean.</p> <p>Long waiting times to see a GP were discussed, sometimes up to an hour when the GP runs behind. This was discussed in detail and JL and CM advised that the GPs were quite flexible with their willingness to deal with more than 1 issue in an appointment, or should it be a complex case, then it cannot be helped. The members agreed with this feeling that the GPs overall were accommodating and sometimes would run behind and it couldn't be helped.</p> <p>Trying to get through to the Practice via phone was discussed, CM acknowledged that this was a difficult area, and one the Practice hoped would improve upon completion of the building work with the internal changes planned.</p> <p>There were concerns highlighted from a patient, who didn't feel the GP had listened to them and didn't consult notes or examine the patient thoroughly. It took another GP appointment with a different GP to identify the issue as advised by the patient (who was aware of the symptoms from previous diagnosis)</p>	<p>Feedback to Dr Sinha (Senior Partner)</p>

<p>7.</p>	<p>Staff update:</p> <p>It was confirmed that Dr Virk had returned to the Practice as a full time salaried GP.</p> <p>Dr Adeel has also joined the Practice as a GP Registrar, under the guidance of Dr Sinha; Dr Adeel will be with the Practice until April 2017.</p> <p>Dr Akinwumi has recently moved on to her next placement, as part of her training, she will return to the Practice in 2018 for one year to complete her GP Registrar training with us.</p> <p>Dr Salam and Dr Imran will leave the Practice in February upon completion of their training.</p>	
<p>8.</p>	<p>Any other business</p> <p>LB asked about the Care portal she had read about and how it would work and be rolled out. JL and CM weren't aware of it as such at this point, and wondered about how the security aspect of it would work, and also the integration of it within our clinical system.</p> <p>CM will seek further information on the care portal to report back to the next meeting.</p> <p>It was queried if the delivery service was open to everyone, JL confirmed that this wasn't the case, and the service was available only to those patients aged over 65, or who are registered as housebound.</p> <p>Education evenings were discussed, it was suggested that a meet and greet tour of the building could take place once the new build is complete.</p> <p>MJ also suggested a first aid style evening, originally the idea of a full first aid event was discussed, but it was felt this might be too much. MJ suggested that an overview could be done and then more specific areas that people might not be so aware of, such as home accidents, electrocution and such like. MJ will look into this and see if he can source a trainer.</p> <p>Education evenings to be an agenda item for the next meeting to discuss in more detail.</p> <p>CM informed the group that the sign in screen had broken but that a replacement was being sourced and hoped to be installed imminently.</p> <p>Meeting closed 14.23</p> <p>Date of next meeting: Wednesday 22nd March at 2pm</p>	<p>CM to feedback at next meeting about care portal.</p> <p>MJ to source a volunteer First aider.</p> <p>Education event to be added to 22nd March meeting.</p>

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