

# OLMC

Old Leake Medical Centre

## PATIENT PRACTICE GROUP (PPG) MEETING 13<sup>th</sup> July 2016

Minutes of the meeting held on the 13<sup>th</sup> July 2016 at OLMC.

<b>Present:</b>		
Mrs. R Bell	RB	Practice Manager
Mrs. J Lote	JL	Dispensary Manager
Mr. C Maddison	CM	Deputy Practice Manager
Mrs. S Martin	SLM	PPG Chair
Mr. M Jacques	MJ	PPG Vice Chair
Mrs A Clarke	AC	PPG Member
Miss. P Smolenaars	PM	PPG Member
Mr. S Maude	SM	PPG Member
Mrs. J Albon-Smith	JAS	PPG Member
Mr G Chilton	GC	PPG Member
Mrs B Forth	BF	PPG Member

	<b>Item</b>	<b>Action</b>
1.	<b>Apologies:</b> Apologies received from Malcolm Caukwell and Noreen Evison	
2.	<b>Approval of previous minutes of 11.05.16:</b> The minutes of the previous meeting of the 11 <sup>th</sup> May were approved.	
3.	<b>Matters arising:</b> No matters arising were raised.	.
4.	<b>PPG Recruitment:</b> SLM brought up that SM had received interest from another patient in joining the PPG group, if the group was interested in adding a further member.  SM explained why he felt adding this new patient to the group would be a positive.  RB also confirmed that she had received interest from another patient interested in joining the PPG group.  The PPG terms of reference were viewed and it was confirmed that under the terms of reference that the group be limited to 10 members, this figure however has already been exceeded. It was agreed that the Terms of Reference be brought up at the next meeting as an agenda item and this item can then, if required be re-addressed.	Terms of Reference as an agenda item at the next PPG meeting.

<p><b>5.</b></p>	<p><b>Shingles Eligibility</b></p> <p>JAS queried about shingles eligibility as several patients that she knows, have not been invited for the vaccination and would have liked to have had it. JAS confirmed that she is also very keen to have it, due to having had the condition in the past.</p> <p>RB confirmed that eligibility was based on NHS guidelines and it was based on date of birth as to if you are eligible to have the vaccine during the current cycle. Those not eligible this time, will be invited in the future for the vaccination during a further cycle.</p> <p>JAS asked if the schedule could be placed in the waiting room, RB said this would be fine and could be done.</p>	<p>RB to place shingles vaccination programme data in waiting room.</p>
<p><b>6.</b></p>	<p><b>Butterfly Hospice :</b></p> <p>RB informed the meeting that Dr Sinha had asked for a flyer to be circulated from the Butterfly hospice trust, looking for volunteers to assist with the fundraising efforts as well as looking at small community groups such as PPGs to assist with fundraising.</p> <p>If anyone is interested they can contact Emma Roberts from the Butterfly Hospice Trust on 01205 31122</p>	<p>.</p>
<p><b>7.</b></p>	<p><b>OLMC Newsletter:</b></p> <p>RB brought up to the group that she was aware historically that the Practice used to produce a quarterly newsletter, something she hadn't don't since taking position at the Practice.</p> <p>She is considering doing so now, but wanted to see if the PPG felt this would be a worthwhile exercise.</p> <p>A discussion took place and it was felt that topics such as staff changes, flu clinics, latest news from the Practice and also health awareness would all be beneficial.</p> <p>It was felt that 2-3 newsletters per annum would be sufficient, or as and when there was relevant new information.</p>	
<p><b>8.</b></p>	<p><b>Primary Care Transformation Fund (PCTF):</b></p> <p>RB informed the meeting that the new building had all now been approved by NHS England (NHSE)</p> <p>The architect has put the project back out to tender, due to the new timeframes for completion. 5 companies have been approached to tender, and the closing date for these submissions are 5<sup>th</sup> August, with a suggested start date of 30<sup>th</sup> August, although this could be delayed slightly if there are issues with the tender process at all. The plan is for the work to be completed by the end of January, weather permitting but certainly by the end of the financial year if not.</p> <p>It was highlighted that with the extensions and internal renovations taking place at the same time, that the staff will be under immense</p>	

	<p>pressure and working under more strained conditions than normal, as such patience would be appreciated.</p> <p>RB informed the group that the new boiler that had been planned for the renovations had been brought forward as the old one, after 44 years of service stopped working just a few months before it was due to be replaced as part of the building project.</p> <p>RB will display the plans in the waiting room, once the builder has been appointed for the project.</p>	
<p><b>9.</b></p>	<p><b>Surgery Opening Hours:</b></p> <p>RB informed the meeting that NHSE had written to the Practice informing them that the Practice must now open its doors and have the Receptionists available to answer the telephones from 8am. Historically the Practice had opened at 8.30am. RB informed the meeting that this change had been implemented across all Practices, the dispensary will remain closed until 8.30am and as such, no medication will be available to collect between 8am -8.30. Only core services will be provided such as booking appointment and Reception based queries.</p>	
<p><b>10.</b></p>	<p><b>Patient Feedback:</b></p> <p>1: SLM stated she had heard patients criticising the state of the waiting room blinds. RB stated that it is acknowledged that the blinds need replacing, however it was hoped to complete this once the building work is completed, the current state of the blinds was due to being altered due to a H&amp;S risk with how they were.</p> <p>2: BF brought up the struggle to get routine appointments, especially with certain GPs; she had heard that a certain business in Wrangle is provided with immediate GP access when requested rather than using the traditional appointment system.</p> <p>The appointment system was explained to the group and unfortunately there is pressure on one GP in particular due to patient demand, this isn't an issue that can be addressed, solely as the GP already works full time for the practice and doesn't have any additional availability to see more patients.</p> <p>RB also explained the roles of the GP Registrars in the Practice, explaining that they are all fully qualified Doctors who wish to become GPs; they come to the Practice under the guidance of Dr Sinha. RB explained that as a Practice we quite often have up to 3-4 Registrars at a time and that we are very lucky to do so due to their desire to train at the Practice under Dr Sinha.</p> <p>The claims regarding a business local to Wrangle were refuted by RB, JL and CM and confirmed to be inaccurate. The appointment system, and appointment availability remains fair to all patients without preferential treatment.</p>	<p>RB/ CM to look at this training for staff members.</p>

<p>3:</p> <p>4:</p> <p>5:</p>	<p>JAS wished to praise Dr Jacob for the manner in which she has been dealing with her own care.</p> <p>GC brought up that his wife had been contacted by Reception on a Friday evening to book a telephone call with the GP. The appointment was booked for a week later. This left the patient concerned about the reason the telephone call was requested. RB explained that if the GP felt anything required urgent attention, then they would ask the Receptionists to book the appointment in much sooner, quite often the same day, or within 24 hours. If the GP feels it is routine then they instruct the Receptionist of that case.</p> <p>CM will notify the Receptionists to be more careful about when and how they deal with their tasks, in an effort to reduce any patient concern.</p> <p>The pressure the Reception team is currently under, and with a very limited amount of time per evening to get admin work such as booking appointments completed.</p> <p>JL highlighted that feedback from the Friends and Family cards included positive aspects such as friendly staff and GPs. A negative was regarding confusion over a blood test form.</p> <p>RB asked if the PPG group members could please give a little promotion to these F&amp;F feedback cards, they are useful for the Practice but at the moment, we only receive 1-2 back a month, which is a very disappointing return.</p>	
<p>11.</p>	<p>Staff update:</p> <p>RB informed the group of several staff changes that have taken place.</p> <p>Dr Latchem has now retired as a Partner, but will continue as a Salaried GP, two days per week. Dr Sinha is now the senior Partner at the Practice.</p> <p>Dr Jacob and Dr Jaffary had now completed their training and left the Practice.</p> <p>We now have a new Practice Nurse, Anna Ferguson, who has moved to us from a Practice in Scotland. Anna will be seeing patients for chronic disease management as well as other nursing duties.</p> <p>Two new receptionists had been employed, Tracey who is still with us and has settled in very well, and Linda who started, but left for a job closer to home. The final stages are being completed for Linda's replacement, who will be starting imminently.</p> <p>Two new dispensers were also recently recruited, Karen and Lynne, both have settled in very well.</p>	

12:	<p><b>Any Other Business</b></p> <p>1: AC brought up if anyone is planning to attend the meeting at Westside Surgery, RB confirmed that Frances Grant is planning to attend.</p> <p>2: MJ asked if Receptionists could provide their name when answering the telephone. CM advised he wasn't aware of an occasion when this wasn't happening, but would feedback to the Receptionists.</p> <p>3: SLM brought up about having the next Education event in January and whether it should be an Agenda item for the next meeting? MJ queried whether the PPG group should do more to help with running the events.</p> <p>A discussion followed between the group, SLM felt that the events should be Practice led with PPG assistance on the evening rather than the PPG led with Practice support. The reasoning for this was that it would be easier for the Practice to make contact with the potential speakers for the events, and also the suggestion that the PPG group don't feel comfortable in organising these events.</p> <p>It was agreed to discuss the future of these events at the next PPG meeting.</p> <p>Date of next meeting: 21<sup>st</sup> September 2016 at 2pm</p> <p>Meeting closed 15.26</p>	