

# OLMC

Old Leake Medical Centre

## PATIENT PRACTICE GROUP (PPG) MEETING 11<sup>th</sup> May 2016

Minutes of the meeting held on the 11<sup>th</sup> May 2016 at OLMC.

<b>Present:</b>		
Mrs. J Lote	JL	Dispensary Manager
Mr. C Maddison	CM	Deputy Practice Manager
Mrs A. Wild	AW	Medical Receptionist (Minute Taker)
Mrs. S Martin	SM	PPG Chair
Mr. S Maude	SMA	PPG Member
Miss. P Smolenaars	PM	PPG Member
Mr. M Caukwell	MC	PPG Member
Mrs. J Albon-Smith	JAS	PPG Member
Mrs. F. Grant	FG	PPG Member
Mr. A. Clark	AC	PPG Member

	<b>Item</b>	<b>Action</b>
1.	<b>Apologies:</b> Apologies were received from:  Mr. M Jacques Mrs. B. Forth Mrs. N. Evison  Mr. G. Chilton sent apologies as he wasn't aware of the meeting date until it was too late to attend; this was due to the delay in getting the minutes from the last meeting published. RB and JL have both apologised to Mr. Chilton for this oversight.	
2.	<b>Approval of previous minutes of 23.03.16:</b> The minutes of the previous meeting of the 23rd March were approved.	
3.	<b>Matters arising:</b>  SM felt that the group were not always paying proper attention in meetings due to break-off conversations. It was brought up that as chairperson all discussion at the meeting should be through the chair rather than a free for all type discussion.	
4.	<b>Patient Council meeting – March 23<sup>rd</sup> 2016:</b>  Although Mick Jacques was unable to attend the meeting, feedback passed to group members was that he didn't find the Patient council meeting excessively useful. Agreed to defer this item until the next meeting to allow for MJ to feedback fully.	Add as item to next meeting agenda.

<p><b>5.</b></p>	<p><b>Westside Surgery Focus Group:</b></p> <p>MJ, JAS and SM all attended the meeting, which was very heated due to the topics of conversation. The feedback from the meeting overall was that no decisions have been made about the future of services at the moment but the following is being considered:</p> <p>Maternity services – Service to remain in Boston, however it would become a midwife led service with no consultant on site, those patients deemed to be high risk, or in need of a consultant based delivery would be transferred to Lincoln for the birth. There is however major opposition to these plans.</p> <p>Consultants – The uncertainty over services locally has led to the loss of top level consultants, who have moved elsewhere due to the uncertain future within ULHT. Along with this issue comes the struggle to recruit replacements.</p> <p>Boston – The hope is that PHB would become a centre of excellence in nursing healthcare.</p> <p>Petition – There is currently a petition to protect the maternity services at PHB and several members of the PPG have agreed to target various local organisations to promote this petition. There is a copy of the petition on the PPG notice board situated in the surgery waiting room.</p> <p>FG suggested a letter from the PPG about protecting these services might help, the group however felt that the petition itself should suffice at the current time.</p>	
<p><b>6.</b></p>	<p><b>Feedback from Patients:</b></p> <p>Feedback had been received from patients, including:</p> <ol style="list-style-type: none"> <li>1: Excellent customer care from the Reception team.</li> <li>2: Positive feedback was received relating to Drs Jamil and Salam</li> <li>3: Car Parking was mentioned again as being an issue</li> <li>4: A visitor from away came to use the Practice and was very praising of the Practice and its staff.</li> </ol> <p>SM praised the GPs and staff involved for a prompt referral that was made.</p> <p><b>Abusive Patients</b></p> <p>JL informed the group that the GPs had decided in light of recent isolated incidents where abuse has been directed at staff that letters had been sent out to these patients. The GPs will not tolerate abuse being directed at their staff and will take guidance from the NHS zero tolerance against abuse policy.</p>	

	<p>Whilst CCTV is already in place, the legality of adding sound to the CCTV is currently being looked into.</p> <p>Training will be given to all staff on how to deal with abusive patients and posters will be put up warning those patients about their conduct and its implications.</p>	
<b>7.</b>	<p><b>Educational Evening Event update:</b></p> <p>The Education events were discussed and it was agreed to not proceed with the June event and look towards an event again in September. To be discussed in more detail at the next meeting.</p>	
<b>8.</b>	<p><b>OLMC Listening clinic – March 3<sup>rd</sup> 2016:</b></p> <p>JL informed the group that the feedback from the CCG listening clinic held on 3<sup>rd</sup> March 2016 overall was good with positive staff with a good attitude.</p>	
<b>9.</b>	<p><b>Staff update:</b></p> <p>JL informed the group that 3 of our Registrars would be completing their training and moving on from the Practice imminently. Drs Jaffery and Virk will be leaving in June and Dr Jacob in August. New Registrars are expected later in the year.</p> <p>JL informed the group that the Practice had also recruited a new Nurse, due to start at the Practice on 13<sup>th</sup> June 2016, Anna Ferguson will be joining from a Practice in Scotland, initially on a PT basis due to lack of room space.</p> <p>The Practice has also recruited 2 new dispensers who will be starting at the end of May, and are currently completing the recruitment process for two new Receptionists.</p> <p>JL informed the group that Thelma, who was recently recruited to the Admin team, has settled in very well.</p>	
<b>10.</b>	<p><b>Any other Business:</b></p> <p>JAS brought up about the shingles vaccine and wanted to query the dates in which patients are eligible for vaccination. She is one month out of the invitation criteria and wondered if we could clarify exact criteria. JL will look into this and report back.</p> <p>A status update on the new building development was asked for by the group. JL confirmed that the plan had been deferred by NHS England (NHSE) into this current financial year and that meetings were taking place to ensure the plans are carried forward promptly into the current financial year. It is expected to be June/ July before confirmation has been made by NHSE about the plans.</p> <p>JL informed the group that the boiler had recently failed after over 40 years of service and that quotes were being sought promptly for a new</p>	<p>JL to clarify eligibility for the shingles vaccination programme.</p>

installation.

**Date of next meeting**

The next meeting date was agreed : 13<sup>th</sup> July 2016 at 2pm

**Meeting closed: 15.30**