OLMC

Old Leake Medical Centre

**PATIENT PRACTICE GROUP (PPG) MEETING**

**15th July 2015**

Minutes of the meeting held on the 15th of July 2015 at OLMC.

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| **Present:**  |  |
| Mrs. J Lote | Dispensary Manager |
| Mr. C Maddison | Deputy Practice Manager |
| Mrs. N Evison | PPG Chair |
| Mrs. S Martin | PPG Vice Chair |
| Miss. P Smolenaars | PPG Member |
| Mr. A Clark | PPG Member |
| Mrs. J Albon-Smith | PPG Member |
| Mr. S Maude | PPG Member |
| Mr. M Jaques | PPG Member |
| Miss. M Coy | Minute Taker |

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|  | **Item** | **Action** |
| **1.** | **Apologies:**Apologies were received from Mrs. F Grant and Mrs. R Bell |  |
| **2.** | **Approval of previous minutes of 13.05.15:**The minutes of the previous meeting of the 13th of May were approved unamended.  |  |
| **3.** | **Matters arising:**Mr. Maddison explained that the screen for the BP pod has been ordered but has not yet arrived |  |
| **4.** | **Feedback from patients:**Mrs. Evison explained that she has not received any feedback from patients but she wondered why the receptionists are ringing patients so often to arrange face to face or phone call appointments. Mrs. Lote explained that receptionists only ring if they have a task to ring the patient. This can be regarding blood results or letters that have been received from the hospital. On the appointment, the receptionist generally puts ‘as per recent task’ so that the GP is able to look back at why this has been requested and can discuss as necessary with the patient. Mrs. Lote will bring this up at the next meeting. Mr. Maddison explained that the practice has asked a GP to review the current task system in place and look at how this can be improved.Mrs. Albon-Smith expressed her praise for the receptionists and Mrs. S Martin asked that her thanks be expressed to the staff for their helpMrs. Lote presented the group with the friends and family survey cards. One patient was extremely likely to recommend the practice with superb medical care but dislikes the hot waiting room and the lack of parking. Another patient had expressed that they were extremely unlikely to recommend the practice and commented that one of the GP’s were quite offhand and dislikes the long waiting times for medication. However they did comment that the reception staff were helpful. | Mrs. Lote to raise this as a discussion point at the next meeting |
| **5.** | **Staffing update:**Mrs. Lote updated the group that Zoe, the new Nurse Practitioner has settled in well at the practice and is currently running urgent care clinics. Mr. Maddison also explained that there will also be two new female registrars joining the practice in August and will be there for one year.Mr. Maddison also explained that Dr. Yousaff has left the practice but could potentially be coming back. Dr. Saha will be leaving at the end of this month and Dr. Naeem will also be leaving the practice this month. Dr. Virk will be with the practice for at least another year and Dr. Shafique will be rejoining the practice in September.Mrs. Albon-Smith passed on a patient query regarding injections taking place at the practice. Mrs. Albon-Smith explained that Dr. Choudhury used to do injections at the practice and wondered whether another GP will be doing injections now that Dr. Naeem is leaving. Mrs. Lote explained that after Dr. Naeem has left, there will be no GP’s that can do injections and patients will have to be referred to the hospital for this.Mrs. Lote informed the group that the two reception apprentices have now left the practice and currently interviews are taking place for new reception staff. |  |
| **6.** | **Educational Evening Event update:**The last educational evening was well attended, very informative and received a lot of positive feedback. It was expressed that people who attended the meeting would not mind a follow-on session.The next educational evening is on the 21st of September. Mr. Maddison has spoken to the Stroke Association and they are looking at potentially organising a session if the Stroke Association can find someone to run the session. There was mention of finding someone to host a first aid session. Mrs. Lote mentioned that Dr. Sinha may be prepared to host another educational evening. Arranging a session will be discussed with Dr. Sinha and also what topics he is able to cover. |  |
| **7.** | **Infrastructure Improvement Fund update:**Mr. Maddison informed the group that a company that deals with structural and dimensional measurement had visited the practice to do an assessment. Currently the architect is chasing up these measurements.Mr. Maddison also explained that the practice had a meeting with Amanda Ellerby from NHS England regarding the timescale that the building is to be completed within. Ms. Ellerby explained that the timescale will realistically be taken into accountMr. Maddison also explained that currently the turnaround for planning permission is around 8 weeks.Mrs. Grant expressed some concern about the grass area at the front of the practice and whether this could be made into car parking space. Mrs. Chambers had previously looked into this but the group believes it was not allowed. Furthermore, this area could potentially become a building site when work begins. It was agreed that the parking situation cannot be addressed until building has finished. |  |
| **8.** | **Named GP:**Mr. Maddison explained that every patient will now have a named GP and will be informed in due course. |  |
| **9.** | **Any other business:**Mr. Maddison asked if Mrs. Martin had attended the Patient Council. Mrs. Martin explained that most of the discussion at the Patient Council had been with regards to patient choice which is based on personal circumstances. At the Patient Council it had been discussed that ideally, better services need to be localised for the ageing population in this area. It was also discussed that there is a difficulty in getting consultants to come to Lincolnshire.Mrs. Albon-Smith explained that Ophthalmology through Choose and Book do triage when referred from your optician. |  |
| **10.** | **Date of the next meeting:**The date of the next meeting will be on the 16th of September at 2pm.The meeting closed at 2:55pm. |  |