

Draft Minutes of Orton Bushfield Patient Participation Group (PPG)

February 11th 2016

Attendees: - C. Leary (CL), N. & R. Peacock (NP/RP), T. & P. Copsey (TC/PC), C. Morris (CM), R. & M. Black (RB/MB)

Apologies: - L. Butcher (LB)

1 Minutes of the last meeting: - The minutes of January's meeting were signed as a correct record.

2 Matters Arising: -

- a. The problem of rather abrupt letters sent to patients who had missed appointments had been investigated. It seems that the wording of the letters cannot be altered as these are generated automatically but LB is checking this with GPs. Meanwhile staff had been advised to check the particular circumstances of each instance before sending out a letter. LB
- b. The repeat prescription forms had not yet been amended to include an invitation to join the PPG but would be done when the advertising of "flu" immunisation availability was finished. CM
- c. N.A.P.P. membership was still to be actioned. MB
- d. A problem still existed with the online booking of GP appointments. CL checked regularly and found that there were very few, if any, ever available. CM thought she had resolved the issue but would recheck the system and try to sort the problem. CM

3 Surgery Refurbishment Progress: - Emails sent to Mr Perry at Propco since the last meeting had not been acknowledged although A. Rowe had discussed the content of MB's email with LB. It appears that all the issues raised by the PPG were being addressed but there is nothing in writing. Recent problems had now arisen because Dr Marimuthu did not believe that the new arrangements proposed for the changes to the waiting room and public toilets were satisfactory. The works were now all on hold. PPG members expressed concern that unless things were back on track very quickly the proposed changes in local NHSE services might result in our development being overlooked or considerably scaled down. It was suggested that Dr Marimuthu be made aware of our thoughts and asked to meet with our representatives to discuss progress. CM, MB, CL -- It was noted that there was no on-site management supervision for the works, although this had been promised, and the PPG expressed concern about the extra work and stress this caused for practice staff.

—There was extensive discussion about the possibilities for reorganisation of the waiting room, toilets, record stores, security systems etc. CM expressed great concern about the amount of disruption caused in 1992 when the last major upgrade had happened and that it might be about to happen again. Staff had been advised that work would be done overnight and at weekends but they did not have confidence in this assurance.

--The work for completion of the waiting room should have begun on 9th Feb. and if it is not rescheduled soon the project might be shelved, especially as it is known that the present phase of work has not progressed within budget.

--PPG members considered that Mr Perry should be asked to attend a meeting to discuss concerns of both the Practice and the PPG as soon as possible. CL suggested that PPG representatives

should have their meeting with GPs and managers first so that we can discuss the detail of all issues and adequately support the Practice with whatever they wish to progress. CM, MB, CL

4. Staffing Update: - There are 2 new part-time receptionists which means the practice is fully staffed. The health care assistant is leaving and a replacement is being recruited. A vacancy for a part-time practice nurse is now advertised. Dr Veetill has accepted a locum contract for 6 months. --Concern was expressed about available nursing staff to undertake regular health checks for patients with long term conditions. CM reassured PPG members that these checks will continue and staff have adequate training to do them. It was noted that local community diabetic specialist services are reorganising staff and there will be changes to the support available for practices.

5. Progress with Practice Website: - In the absence of LB this item had to be deferred.
--CL confirmed that he had visited the Web GP demonstration site and it seemed fairly easy to use. He thought it could be a useful tool when implemented.
MB commented that at the recent Local Commissioning Group meeting it had been noted that there was money available to support trials of "E-Consult" if any practices were interested.

6. Prime Minister's Challenge Update: - In the absence of LB this matter had to be deferred.

7. Local Commissioning Group (LCG) and Patient Forum (PPG) Update: - MB had previously circulated notes from these meetings. There were no questions about these notes. MB mentioned that the Care Quality Commission's "Needs Improvement" rating for The Out of Hours Service related to the systems they were using to monitor activities and not to the safety of services delivered.

8. Any Other Business: -
a. MB advised that the LCG had produced a power point presentation aimed at recruiting to PPGs and designed to run on TV screens in surgery. CM indicated that the screens in the surgery were no longer functional and could not be reinstated. MB to check detail of similar systems running in other surgeries for discussion at the next meeting. MB
b. It was noted that a new "ticketing" system for GP appointments used at Thistlemoor surgery meant there were no "Did Not Attends" so no wasted appointments. It did not seem to have led to excessive time waiting to see the GP and patient representatives reported satisfaction with the system. MB was asked to obtain more detail of the system for discussion at the next PPG. MB
c. MB reminded PPG that no patient survey had been done in 2015 and that the next meeting should consider when it might be appropriate to schedule another.
d. MB asked if any PPG members were interesting in being considered as Patient Representatives on various committees with responsibility for service development. She advised that these meetings were not always held in Peterborough. Two members agreed that they would consider being involved in service development for Diabetes or Parkinson's disease. MB will advise LCG as needed. MB

9. Date of Next Meeting: -

7th MARCH 2016 6pm