

Draft Minutes of Orton Bushfield Patient Participation Group (PPG)

March 7th 2016

Attendees: - C. Leary (CL), C. Morris (CM), R. & M. Black (RB/MB)

Apologies: - L. Butcher (LB), N. & R. Peacock (NP/RP), T. & P. Copsey (TC/PC)

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

2. Matters Arising: -

a. Website Upgrade. This item had to be postponed again in LB's absence. Report expected for next meeting. LB

b. Online Appointment Booking. There was extensive discussion about the difficulties that patients were experiencing with trying to book GP appointments online. Only some of the available appointments are released for pre-booking on the system so that urgent appointments can be accommodated each day as needed. Unfortunately, as soon as the month's appointments are released, they are all immediately booked in advance causing difficulties later for other patients trying to book for important but non-urgent issues. CM asked for suggestions from the PPG about how the system could be improved. For the next month the surgery will try releasing appointments in succession rather than all at once to see if this improves things. CM confirmed that any other suggestions for improving the system would be welcomed. The surgery are aware of the difficulties caused by trying to balance the type of appointments available to patients but cannot seem to find a solution that will meet everyone's needs. CM/PPG members

c. d. MB had been unable to contact the relevant other PPG's to discuss the use of "no appointment" systems and TV use in surgeries for information purposes. These items will be put back on the agenda when there is something to report. MB

3. Progress with refurbishment Issues : - Since the last PPG meeting practice staff, Dr Marimuthu, the contractors, A. Rowe and MB had met with Mr Perry to discuss ongoing concerns about the progress of the refurbishment, communication issues and the proposals for future work. Notes from this meeting have already been circulated. It had been agreed that the work from phase 1 would be signed off, the refurbished rooms returned to use, new proposals for the waiting area/ toilet upgrades would be prepared and regular weekly meetings would commence immediately to prevent future problems. However, the work has still not been signed off, the rooms remain unusable, no new plans have been provided and, despite many emails from the practice, the weekly meetings have not yet started. PPG members expressed great frustration at Propco's apparent inability to move things forward with any degree of urgency and offered suggestions about how the surgery might pursue the matter more forcefully. CM commented on how difficult it was proving to keep chasing Propco continuously whilst trying to run the practice on a day-to-day basis. PPG members reiterated their willingness to help with this issue in any way the practice felt would be useful.

4. Staffing Issues: - There were no significant changes to report. Dr Veetill now works 4 days a week. PPG members indicated that they had heard good reports of Dr Veetill and the new phlebotomist.

5. Updates from local NHS meetings: - Notes from the Patient Forum and Greater Peterborough Local Commissioning Group had previously been circulated. There were no questions arising from these notes. In the absence of LB the only news available regarding progress on the Prime Minister's Challenge Project is that contained in these notes. At the Feb. PPG it had been noted that money was available for interested Practices to implement "e-consult" and it appears that this practice is already considering whether this could be used. There was concern expressed about the amount of practitioner time needed to implement this approach as emails had to be answered within a target time frame.

5. Any Other Business: -

a. Care Quality Commission Inspection Visit. The visit was confirmed to be for the following day but CM advised that, contrary to what the Practice had been expecting, this was not to be a brief follow up from the visit last June but rather another full inspection which had involved a huge amount of preparation. MB agreed that she would be available for interview at 10am as requested and CL said he would try to attend as well if possible.

B. DNA appointment problems MB advised that some PPGs were using their noticeboards to bring the number of missed appointments to patient attention indicating the amount of time and money wasted as a result. After discussion it was agreed that we should try this within our surgery. CM advised that this used to be done in the past but had not seemed to improve things, however she was willing to try it again to see if it helped. It was noted that most missed appointments were those with GPs, it did not seem to be such a problem with nurse appointments. CL raised the issue of the tone of letters sent to people who did not attend appointments. CM confirmed that, while the letters were generated by the NHS system they used, staff had been briefed to consider individual instances more carefully before these letters were automatically sent out.

6. Date of Next Meeting.

11th April 2016 at 6pm.