

Draft Minutes of Orton Bushfield Patient Participation Group

April 11th 2016

1. Attendees: - T. & P. Copley (TC/PC), N. & R. Peacock (NP/RP), C. Leary (CL), R. Majid (RM), T. Johnson (TJ), C. Morris (CM), L. Butcher (LB), R. & M. Black (RB/MB)

2. Minutes of last meeting: - The minutes of the last meeting were signed as a correct record.

3. Matters Arising: -

a. Discussion indicated some confusion about what the Patient Participation Group (PPG) hoped to achieve in reconsidering the surgery website. It was agreed that the group wanted to ensure better, more user friendly access to the part of the website which was dedicated to the activities of the PPG, although it was still unclear about how this could be achieved. RB agreed to review our website and those of other PPGs, look at the work AM had done some months ago and then discuss the situation with LB before proceeding any further. CM/LB advised that, at present, any changes/updates to the Practice website had to be implemented by non-practice staff. The Practice had recently been told that their own staff could be trained to make these changes and would be considering this option. **RB, LB**

b. The problem with finding space in the online appointment booking system seems to have improved following the adjustments made after our last meeting. There were several occasions during the last month when not all bookable appointments had been taken.

c. The new system of "e-consult" presently being used by some practices in Peterborough was discussed. The Practice has considered this approach to providing medical advice but with present staffing levels it will not be feasible. It will be looked at again if more GP time becomes available.

d. The group were advised that, in line with new government requirements, all patients had been allocated to an "Accountable GP". Unfortunately, this has to be a partner in the practice which means for the time being all patients have Dr. Marimuthu identified to this role. This will not affect which GP can be seen by any patient who needs an appointment.

4. Refurbishment Issues: - The new plans provided to the Practice last week were discussed and it was agreed that they more closely reflected what had been asked for by both staff and patients. There remained some concerns about why the door to the disabled access toilet had not been moved as requested and that there was no mention of new lighting to the waiting area. CM and LB advised that Dr Marimuthu had tried to discuss the plans with the Propco consultant but, as usual, he had not returned the calls. CM advised that a new door to separate the consulting corridor from the rest of the building had also

been agreed but was not shown on the plans. The proposed weekly meetings, agreed with Mr Perry 10 weeks ago, were still not happening and CM/LB spent considerable time chasing progress on all aspects of the refurbishment including the removal of unwanted furniture from the refurbished rooms so that they could be used again. At the meeting last week it had been agreed that , as soon as Dr Marimuthu had signed off the plans , it would take 3 weeks to prepare the plans to go out to tender. Significant concern was expressed by all members of the PPG at the apparent lack of interest by Propco staff in ensuring that this work is completed and the possibility of losing funding for the project because of all the delays. There was also a great deal of annoyance at the amount of time and money which had been wasted because of poor communication. CM/ LB will chase again and the chairman of the PPG would try to talk to someone senior at NHS England if the problems are not resolved within the next few days. PPG members offered to help with furniture moving if the contractors did not do so in the near future. **CM/LB, MB**

5. Staffing Issues: - There are no significant changes to staffing. I. Nowak is now undertaking HCA training within the Practice.

6. Care Quality Commission Inspection: - The recent inspection had resulted in an overall rating of “Good” for the Practice. PPG members acknowledged the amount of time and effort required from the staff to have achieved this rating in spite of all the problems within the Practice. There are still one or two minor issues which require attention but none of these affect direct patient care. It was agreed that MB would produce a summary of the report for Dr Marimuthu’s approval. This report would then be displayed on the PPG notice board. **MB**

CM/LB asked PPG members to encourage people to complete the “Friends and Family” review cards in the surgery. Although we all agree this is not a good way to monitor the quality of the service provided, it is used by NHS to do so and it is a disadvantage to the surgery if the forms are not returned in sufficient numbers. **All PPG**

7. “Did Not Attend” Poster: - The draft notice was discussed and amendments suggested. CM reported that Dr Marimuthu felt that there was too much detail on the poster. It was agreed to prepare another draft for agreement. RB advised that his local NHS dentist displayed a notice indicating that patients who failed to attend 3 appointments without cancelling would be removed from the list. This option is not available to GPs and the practice had to rely on patients acting responsibly to cancel appointments they could not keep. **MB**

8. PPG patient survey 2016: - The draft document was discussed and amendments made to the original. LB reported that Dr Marimuthu would like the survey done as soon as possible—this would now have to be May or second half of June. LB will clarify which is the

preferred option but the June date seems more suitable to the PPG. MB will circulate a new draft. PPG members will all try to do 1 session to complete the survey with patients attending the surgery during the chosen week. **MB, LB**

9. Any Other Business: -

a. Community Diabetic Services have recently been reorganised and a PPG member advised that it is now much more difficult to access appropriate advice to enable him to manage his own care. CM commented that the surgery staff have also noticed that it is not as easy as it used to be for patients to get support from this service. CM will try to resolve the immediate problems for the PPG member and MB will bring the general concerns about the service change to the attention of the Patient Forum next week. **CM, MB**

b. The two reviews of the failure of the Uniting Care service to adults and older people are now available on line if anyone wishes to read them. Contact MB if a link is needed to access the reports.

c. A recent "Fit for the Future" workshop had been attended by NP and RB on behalf of the PPG and they found it very interesting. They had obtained a copy of the paperwork from the workshop and this will be circulated to all members who wish to see it.

d. A PPG member indicated that there seems to be a problem when the GP asks a patient to return for a second visit as receptionists do not always have access to available appointments for that timeframe. CM advised that this problem had already been noted and the appointment system modified to accommodate such requests. There should be no further difficulties.

10. Date of next Meeting: -

9th May 2016 at 6 pm