

Draft Minutes of Orton Bushfield Patient Participation Group (PPG)

4th July 2016

1. Attendees: -T. & P. Copsey (TC/PC), N. & R. Peacock (NP/RP), M. Black (MB), C. Morris (CM), L. Majid (LM)

Apologies:-C. Leary (CL), R. Black (RB)

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

3. Matters arising: -

a. **“Did Not Attend” poster.** The final version of this poster was agreed and CM/LM advised that they would put up the poster and update it every month to see if it reduced the number of people missing appointments. CM/LM

b. **Appointment system:** - At present it is possible to book appointments online 2 weeks in advance. Appointments for Monday evening surgeries can be booked 4 weeks in advance, some daytime appointments with Dr Girma can also be booked in advance as can appointments that any GP specifically tells a patient to book for a follow up. All other appointments can now only be booked on the day. This has resulted in long queues in reception on some mornings. It has also caused problems for patients who need an urgent appointment only to find there are none available when they are not able to reach the surgery by telephone as soon as the lines open. It was accepted that for “over 65s” who could not get an appointment arrangements would be made for a telephone contact with a GP that day to assess the level of medical need and make appropriate arrangements. This, however, relies on the patient making the receptionist aware that they are eligible for this service and some people may not know that this facility is available. PPG members felt they were sufficiently informed to be able to access appropriate appointments most of the time when they needed them but expressed serious concern that the new arrangements significantly disadvantaged working adults and those families who had to take children to school. Members also commented that they had witnessed receptionists having to deal with patients who exhibited a good deal of anger towards them when advised of the new appointment arrangements. A query was raised about the possibility of notifying patients that these changes had been made to reduce problems caused by only finding out that the system had changed when they tried to book a future appointment.

4. Refurbishment Progress:- It was reported that there had been no progress towards tender for the second phase of works since the last PPG meeting. The Practice had recently received emails indicating that various people had been away from work to explain that nothing had been actioned and the PPG members indicated a great deal of irritation that this work seemed to be receiving a very low priority. The windows were supposed to be replaced in early summer and the plans had all been agreed for other works by the beginning of May. The chairman was asked to contact Propco and NHS England to see why there was such an unreasonable delay. CM/LM will

provide MB with copies of the latest communications before the letter is drafted. It was agreed that the letter should be sent by the weekend if possible.

CM/LM/MB

5. Staffing Update: - The Practice is currently advertising for a new receptionist and another permanent GP. There are no other changes to note.

6. Reports/Information from Other Meetings: -

a,b,c. There were no questions or comments about information from the Clinical Commissioning Group(CCG) previously circulated. MB advised the PPG that she had commented to the CCG that their intentions to make the public aware of how to use the NHS by relying heavily on people to access websites, use smart phones and Utube content might disadvantage some older people who did not use media or technology in this way for information.

C. Patient Forum Meetings. Problems previously discussed relating to Parnwell surgery (possible practice closure) and Botolph Bridge surgery (GP contract for the surgery) continue to be unresolved.

At the recent joint meeting of both Forums it was agreed that ---

One Forum (The Greater Peterborough Patient Forum)will be established to represent all PPGs in the area

There will be no geographically determined sub groups

Specific smaller groups might discuss medical, geographical, public interest issues etc. within a meeting to feedback to the full membership

There will be shadow meetings of the new Forum in August and September when new officers will be nominated and elected.

The last meetings of the Peterborough and Borderline Forums will be in July

The new Forum will be formally established and send representatives to the Local Commissioning Group from October

d. Local Commissioning Group (LCG). The Greater Peterborough GP Network continues to develop and integrate services. Money for these services, developed through the Prime Minister's Challenge Fund, has been agreed until 2020 although the contracts are not yet formalised. Medicine management, changes to prescribing practice and the reduction of waste continue to be a high priority for the CCG in this area.

Consideration is being given to improving links between primary care, social care, home support and hospital admission/discharge practices to try and prevent bed-blocking but all services are struggling to meet demand.

There is a possibility that 111 services might be considered by the council to provide a contact point for "vulnerable adults" to access services.

Several secondary care specialties are reviewing their referral pathways to try to improve access and patient experience.

The Care Quality Commission review Care Homes and both these reports and those of GP Practices will now be monitored monthly by the LCG.

There continue to be problems with attracting GPs to the area. This may be one contributing factor to the possible re-alignment of existing practices into larger group practices whilst still supplying services in present locations.

7. Patient Survey: - There are still a few corrections to be made to the document so that Dr Marimuthu can finally agree it. After discussion it was agreed that the survey would be conducted during the week ending 23rd July. Any comments on the document are to be sent to MB by 6th. MB will circulate details of what is required for survey completion with patients. It was agreed that, where possible, PPG members will use the survey contact to encourage patients to join PPG even if only "virtually". It was suggested that Practice might provide slips to complete with contact details so that interested patients could be contacted by MB

All/MB/CM

8. Any Other Business:-

a. A PPG member advised that she had been present at the surgery when a fire alarm had activated. There was a delay in exiting until the staff member realised that it was not a practice alarm. Further problems occurred as the staff member left by the nearest rear exit and the patient was directed to leave through the front door. CM/LM agreed that this was not acceptable practice and would ensure all staff were aware of correct procedures.

CM/LM

b. A PPG member had been prescribed a medication but had not been made aware that this had been done. At a later consultation she had been asked why she was not taking the drug and said that she did not know about the prescription. It was agreed that clinical staff should be reminded that they needed to ensure patients were fully aware when drugs were prescribed. As this prescription had been sent to the pharmacy but not collected it was agreed that the local pharmacy would be asked to let the surgery know if drugs were not collected within a few days of prescription.

CM

c. LM reported that she and CM had learned how to manage alterations/updates to the Practice website themselves which would make it much easier and quicker for them to facilitate changes. PPG members were encouraged to visit the site and see what had been done.

9. Date of Next Meeting: - There will be no meeting in August. The next meeting will be held on

5th September at 6pm

