

Draft Minutes of Orton Bushfield Patient Participation Group

5th September 2016

1. Attendees: - N. & R. Peacock (NP/RP), T. & P. Copsey (TP/PC), M. & R. Black (MB/RB), L. Majid (LB)

Apologies: - C. Morris (CM), C. Leary (CL)

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

3. Matters Arising: -

a. Did Not Attend Poster. CM had taken responsibility for this item so, in her absence, the issue was deferred to the next meeting. CM

b. PPG Website. No progress has been made towards setting up a PPG website. RB has looked at what other PPGs have. There was some discussion about one site that includes totally unsuitable comments about the practice that it is involved with. It was agreed that our site should be a "page" of the Practice site with appropriate links and directions to the PPG information. It was further agreed that anything on our "page" should not be put there without agreement from nominated PPG representatives and Practice staff. RB advised that he would be happy to progress this issue. RB

4. Refurbishment Progress: - It is thought that all the upgrading requested by the Practice has been sent to tender for the work to be done. The plans were agreed in May but little progress has been made since then and NHS England has been told how annoyed the Practice is by the endless delays. The tenders are supposed to be returned by the end of September. PPG were advised that the Practice would contact the Chairman if it was felt to be useful for another letter to go from the PPG to those responsible for this issue. The PPG members recorded their extreme irritation at how long the refurbishment process was taking. The windows are to be replaced but under separate arrangements. It was noted that the gardens had been tidied up but would only now be maintained once or twice a year. MB agreed that she would look after the gardens between maintenance checks. MB

5. Patient Survey: - The results of the recent survey were circulated in draft form for comment by PPG members within one week. It was agreed that the summary would be expanded a little for eventual display on our noticeboard. The Practice will provide responses for each set of comments and these will also be placed on the noticeboard. The full report would not be circulated but may be available on request. *(We should agree this with Dr Marimuthu at our next meeting?)* There was

extensive discussion about the many adverse comments relating to the appointment system. Appointments can be booked 2 weeks in advance online. Dr Girma has some pre-bookable appointments. A new system has been introduced for follow up appointments requested by the doctor---a slip is given to patients to show the receptionist when to book the follow up appointment. Other doctor appointments are all available to book on the day although this is being looked at since it is accepted that the arrangement causes problems for those who are working. Monday evening appointments are available to book a month in advance. It was noted

that there used to be a regular early morning surgery to accommodate working people but this was discontinued because of the few people who used it. The Practice is going to display opening times and details of the appointment booking options on the noticeboard in the surgery entrance hall. It was also noted that it has recently become much more difficult to find an appointment to book online. Concern

was expressed about the increase in the number of people going to MIU/A&E instead of using the GP service. This problem will need further investigation. PPG

members noted that, whilst conducting the survey, they had witnessed several patients who treated the receptionists rudely or in an aggressive way with no apparent reason for behaving so badly.

6. Staffing Update: - The Practice is still seeking another permanent GP appointment but this is proving very difficult as it is for all other practices in the area. It is still not known if Dr Veettil is willing to stay with this practice. Advertisements are being prepared for new receptionists. One part-timer has left and a new appointee decided the job was not for her after all. The phlebotomist has left the practice and the post will be advertised. The Practice is managing, with difficulty, to provide all the nursing hours needed.

7. Local Service Issues: - MB is now forwarding all reports /bulletins from other health care sources if they are relevant to our local services. There were no comments questions about information circulated during the previous month. The new

Greater Peterborough Patient Forum (GPPF) is now operating in shadow form with the next meeting on 19th September when nominations will be sought for officers. MB advised that she would not stand again for the post of Vice Chairman.

The Local Commissioning Groups have been temporarily suspended in an attempt to save administrative costs. Individual Service Groups are now operating to streamline the way in which services are delivered across the county to try to eliminate waste and develop good practice.

RB attended one of the meetings about the merger of the three local hospitals. There were very few members of the public there. It is thought that the merger, reducing administrative costs by £9 million, will be beneficial as long as all the hospitals continue to be used appropriately.

Documents to be circulated to PPG members. MB

8. Any Other Business: - There were no other items to discuss.

9. Date of next meeting: - PLEASE NOTE— Changes have been made to allow Dr Marimuthu to attend.

The date of the next meeting is

10th October to start at 5.30pm