

# Draft Minutes of Orton Bushfield Patient Participation Group (PPG)

October 10<sup>th</sup> 2016

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

2. Minutes of the last meeting: - These were agreed as a correct record.

3. Matters Arising: -

a. There had been problems with displaying the "Did Not Attend " notice but CM indicated that she would organise this as soon as possible. The meeting discussed the time and money wasted (£80-100) when people did not cancel appointments they no longer needed and how frustrating this was for the Practice when available GP time was so limited. CM advised that even when patients had booked the appointment on the day or had been sent a reminder they still did not turn up. CM

b. The last meeting decided that the PPG did not need a separate website but just a web page linked to the practice website. RB has looked at the type of information other PPGs display and will link with the practice staff to sort out a web page. The subject will be put back on the agenda when the work is complete. RB, CM, LB

4. Refurbishment Progress: -

There has been little progress since May when the final plans were agreed with the Practice. Although the staff have sent several emails there is usually no response. The Practice had been advised that the work was going out to tender 6 weeks ago but nothing further has been heard. Despite better communication and regular progress meetings being promised to the Practice and PPG at the meeting in May, this has not happened. The PPG were asked to contact NHS England senior management again and request a progress report. The chairman agreed to draft a letter for approval by the PPG and Dr Marimuthu but advised that she could not write something appropriate unless she was fully aware of what communication there had been by email, letters or meetings before she tried to compose the draft. Without these facts on which to base our concerns at the delay the letter could be a waste of time. CM agreed to liaise with LB and Dr Marimuthu and let MB have the information as soon as possible. CM, MB

5. Staffing Update: - The nurse practitioner is leaving and the practice will replace her as quickly as possible. There have been interviews for receptionists to expected vacancies. The Practice are still looking to fill GP vacancies on a permanent basis although in the meantime they try to employ the same locums to ensure continuity of care for patients.

6. Patient Survey Update: - Dr Marimuthu joined the meeting to discuss this item. The Practice staff have considered the results of the survey in detail so the meeting discussed the responses to each question. It was agreed that a summary of what had been done/was to be done about issues of concern to patients would be displayed on the PPG noticeboard and a full copy of the report would be made available to any patient who requested it.

The following issues were discussed in more detail with Dr Marimuthu:-

-Further training had been carried out, rotas changed and staff numbers on duty increased to

address some of the problems identified with reception services.

-More appointments had been made available online. Patients can now book up to 8 weeks in advance. The website is being monitored more closely to try to make it more efficient and give people more confidence to use it.

-Ideally Dr Marimuthu wants to develop a system where urgent problems can be seen within 24 hours and no-one waits more than 2 weeks for a non-urgent appointment.

-The whole booking system is under review in an attempt to solve some of the problems identified in the survey. PPG members commented that if the booking system changed there was a need to let patients know so that they did not discover there was a new system only when they tried to book under "old" arrangements. Staff indicated their intention to display surgery times and appointment booking arrangements on the large noticeboards in the entrance hall. It was noted that it is very difficult to encourage patients to read any of the information displayed in the surgery and important to make sure all notices were updated regularly if they are to be of any use.

-There was an extensive discussion about texting/telephoning patients to remind them of appointments.

-The cost in both wasted time and money when patients do not attend but neglect to cancel appointments was noted. It was suggested that appointment slips could carry a large print notice reminding patients to cancel if they no longer needed their appointment.

-The meeting considered what could be done about patients who insist on a same day appointment when their problem, whilst being of significant concern to themselves, turns out not to be medically "urgent".

-The Practice will trial a GP led triage system by telephone. Reception staff will be trained to ask specific questions and a doctor will then speak to the patient by telephone on the same day to assess the need for consultation "face to face". It was noted that this might not be popular with some patients but would mean that GP time might be better used to see the patients with more complex problems.

-There was discussion about helping people to understand that nurses in the practice now had extensive training to allow them to deal with more straightforward health care issues without the need for every patient to see a doctor.

-With the new "hub" arrangements for GP practices in Peterborough the need for 7 day access to primary care is under review and Dr Marimuthu is actively looking at how this can be done for our practice.

-The need to update and re-issue the practice "Patient Information" booklet was discussed. This could be used to explain who can deal with what sort of problems, prescribing issues, use of pharmacists to advise on self-care etc.

- The continuing problem in recruiting doctors to this and all other practices in the area was discussed. Attempts are made to use the same locums on a regular basis within the surgery until a new GP appointment can be made.

-Dr Marimuthu expressed concern at the number of times patients were attending MIU or A&E instead of making an appointment at the surgery. The Practice is notified of all such attendances and tries to follow up with patients about the reasons for these visits and how they might be prevented in future. In some cases patients have not even tried to get a surgery appointment before going to the hospital and concern was expressed about the pressure that such visits place on already overstretched hospital departments.

Dr Marimuthu acknowledged the PPG comments on all the issues raised by the recent patient survey and thanked members for undertaking this exercise for the Practice. It was agreed that MB would be sent details of the Practice response relating to each question asked in the survey which she would then incorporate into the summary for display on the PPG noticeboard. Dr M, CM, MB

Local Service Issues: - The Greater Peterborough Patient Forum is now meeting regularly and new officers will be elected this week. MB advised the meeting that she had decided not to stand for re-election at the Forum. PPG members agreed that MB should vote on their behalf as she felt appropriate for the Forum Officers.

There is no longer a Local Commissioning Group.

8. Any Other Business:- Concern was raised about a missed referral to the warfarin clinic for someone who had been discharged from hospital following heart surgery. CM would review the case to see whether the error had occurred from the hospital or the surgery and make arrangements to see that in any case the practice system would pick up such omissions for future discharges.

9. Date of Next Meeting: - It was agreed that there would be no meeting in November. MB indicated that the meeting in December should be the AGM and this was agreed. There will need to be an election of officers for 2017 at that time. MB also suggested that it would be sensible to review the PPG Terms of Reference, specifically the frequency of meetings. This item will be placed on the agenda.

The next Meeting will be

**12<sup>th</sup> December at 6pm**