

Minutes of Orton Bushfield Patient Participation Group (PPG)

November 5th 2018

1. Attendees NP, RP, CM, AB, JL, PW, KH, SB, ID, CD, MB

Apologies received from CL, TC, PC, KF

New members were welcomed to the meeting and the Terms of Reference for the PPG were explained and discussed. It was noted that new members had various skills and expertise that would assist the PPG in future activities.

2. Minutes of the meeting September 3rd 2018.

These were agreed and signed as a correct record.

3. Matters Arising

a) Did Not Attend (DNA) figures for notice board: - There had been several problems with staff shortages this month so this, together with the need to concentrate on sorting the issues raised by the recent Care Quality Commission (CQC) visit, meant that these figures were not available at the meeting. CM advised that she would supply the DNA details for inclusion in the minutes if time allowed. Action CM

4. Refurbishment Progress

a) The new telephone system is still not working properly but it is hoped the problems will be resolved in the near future. Staff are now contacting patients to remind them of their appointments but the system for checking on telephone cancellations has some issues which need resolving. The new telephone system does not have extra lines into the surgery so the problems with telephone access will not be reduced as a result. It is hoped that the new arrangements for cancelling appointments might ease the situation.

b) Recent staffing problems and issues relating to the CQC visit meant the practice has not had time to take any further action in relation to the window replacement problem. CM confirmed that the Practice would like the PPG to get involved but MB advised again that she could not prepare a letter about this until the Practice sent her the background information she needs, the updated contact information and recent email exchanges. CM advised that she would provide this information as soon as time allowed. There was a similar conversation about the need to address the issue of self-closing doors for the patient toilets. Action MB, CM

5. CQC Visit

MB circulated a draft copy of the practice response to the recent CQC report. The comments were prepared as a result of the discussion between Dr Marimuthu and the PPG at the recent special meeting. They reflect the information provided by Dr Marimuthu and outline the actions being taken by the practice to address the problems identified by the CQC. The

document was discussed in detail and will be amended in line with those discussions before being put on the noticeboard. Action MB

6. Patient Survey

MB advised that the survey had been able to reach more patients than in previous years and had also had a more even set of responses across all age groups. The detailed report would be available at the next PPG meeting. Initial examination of the responses suggests that whilst patients are mostly happy with the care they receive, there are many issues relating to the present appointment system.

7. Staffing Update

The Practice Manager has recently resigned and will be replaced as soon as possible. There are also still vacancies within the reception/administrative team and the practice is actively recruiting to these posts. There are sufficient appropriately trained nursing hours available to the practice at present but these are not all provided by permanent staff so recruitment to these posts continues. Long term locum appointments continue to provide much of the GP cover but permanent staff are still being sought.

8. Any Other Business

- a) It was noted that various patients had requested that there should be a clock visible within the waiting area. CM advised that as soon as the television was in operation the time would be displayed on the screen.
- b) There seems to be a problem with the on-line prescription ordering system in relation to requests for alterations to the script. CM will investigate. Action CM
- c) A member raised the issue that if the doctor prescribes during an appointment and sends the prescription to the local pharmacy it does not reach the chemist by the time the patient gets there. CM advised that the system can take up to 30mins. to process the request.
- d) There was some discussion about prescribing of generic medicines when patients would prefer specifically named drugs. It was confirmed that it is an NHS requirement that generic (and therefore less expensive) drugs were used where possible. CM confirmed that where a patient needed a specific medication for medical reasons the GP would prescribe this instead of the generic drug.
- e) The date of the AGM needs to be agreed at the next meeting and nominations for PPG officers will be discussed at the December meeting. MB advised that she would be moving from the area sometime in 2019 and this should be taken into account when considering officer nominations

9. Date of next meeting

Monday 3rd December at 5.00pm