

Minutes of Orton Bushfield Patient Participation Group (PPG)

December 3rd 2018

1. Attendees NP, RP, CM, AB, KH, KF, MH, ID, CD, MB

Apologies received from: CM, PW, SB

M. Harrington introduced herself as the new Practice Manager and gave members a brief explanation of her previous experience.

2. Minutes of the meeting November 5th 2018.

These were agreed and signed as a correct record.

3. Matters Arising

a) Did Not Attend (DNA) figures for notice board: - MH was not aware that the PPG usually discussed the DNA numbers for previous months to consider if there were any ways in which they could help with this problem. The practice now reminds patients the day before their appointment and has an answerphone for people to cancel appointments they are no longer able to keep. Both of these arrangements were originally suggested by the PPG. PPG members were advised that the new arrangements made it easier for the receptionists to track and re-use cancelled appointments. MH agreed that it was useful to monitor these figures with the PPG and that the relevant information should be displayed on the PPG noticeboard as used to be the case. She will action this for the next meeting. Action MH

b) There are still issues surrounding the installation of new windows There is now a dispute with NHS England about the funding arrangements for this part of the refurbishment. MB confirmed that she had attended meetings with NHS England before any work was done and it had been agreed that this cost would be met by NHS England. This should be reflected in the minutes of those meetings. MB advised again that she would prepare a letter about this on behalf of the PPG if needed but could not do so until the Practice sent her the background information she needs, the updated contact information and recent email exchanges. MH advised that she would let the PPG know if the problems continued and MB/MH would discuss the matter if any help from the PPG was needed. Action MB, MH

4. Care Quality Commission (CQC) Visit

MH outlined all the work in progress to bring the Practice in line with CQC requirements. NHS England, Local Medical Committee (LMC) and Clinical Commissioning Group (CCG) staff had visited the Practice to see how they could help resolving some of the problems, they had been very supportive A group from the Royal College of General Practitioners (RCGP) was to visit the Practice on 4th December to advise on an action plan to address outstanding

issues. MH was hopeful that the changes required by the CQC were manageable within the timescale allocated. The Practice had employed a human resources specialist company to advise on personnel issues, extra funding for an extra clinician had been approved, the CCG had allocated funding to cover the cost of assistance from the RCGP and MH was an experienced practice manager so all these should help to sort things out. There was a general discussion about the CQC visit and outcome.

5. Patient Survey

Copies of the completed survey results were distributed and members asked to check them for any inaccuracies. There was a discussion about the detail of some responses that did not seem relevant to the question they were linked with. MH agreed that this was the case and confirmed that the report at this stage merely listed the numbers of all responses and the full list of comments made in response to each question. The summary report for public display could address the issue of responses not seeming to correspond with the question being asked if it was thought appropriate to do so. She advised that in several cases patients had responded positively to a question and then written a negative comment, or the other way round, which did not seem very logical. One patient wrote she had complained to the ombudsman about a nurse but there is no record of anyone being aware of this. The greatest number of concerns raised related to the appointment system and MH confirmed that sorting out problems relating to that issue was high on her list of priorities. The responses about the receptionists reflected the many staff changes that had happened during the previous year. On a positive note the survey showed that the care patients received from clinical staff was extremely good and they were many positive comments. MB will try to prepare the summary report before Christmas if possible. Action MB

Please note this has not been possible and the report will be discussed at the next meeting

6. Staffing Update

There are still vacancies within the reception/administrative team but 2 new members of staff will be in post by 1st January. There are still sufficient appropriately trained nursing hours available to the practice at present but recruitment to permanent posts continues. Long term locum appointments continue to provide much of the GP cover but again it is hoped to attract permanent staff soon and there is presently an advert for a salaried GP.

7. Patient Forum Group Report

KF and AB gave a brief explanation of their involvement at the last meeting of this group. There was a presentation about a home visiting service for the housebound patients and PPGs can request a presentation themselves on this issue if they wish. The GP Hub is to be extended to cover Wisbeach and there was discussion about the Octagon group of practices.

8. Any Other Business

- a) There still seems to be a problem with the on-line prescription ordering system. The Practice is looking into this.
- b) There seems to be a problem at Lloyds chemist with the time it takes to get prescriptions filled.
- c) The new siting of the PPG noticeboard is not satisfactory. Very few patients can see it. MH will be asked to consider moving it to somewhere more appropriate. Action MB

9. Date of next meeting It was agreed that it would be better if the AGM was delayed until February due to some personal and health issues being experienced by several PPG members. Officer nominations will be discussed at the next meeting.

Monday 7th January at 5.00pm