

Minutes of Orton Bushfield Patient Participation Group (PPG)

7th January 2019

1. Attendees

NP, RP, CM, KH, KF, ID, CD, JL, PW, MB

Apologies received from TC, PC, MH

2. Minutes of the meeting 3rd December 2018.

These were agreed and signed as a correct record.

3. Matters Arising

a) *Did Not Attend* (DNA) - the appointment reminders and the answerphone for people to cancel appointments if necessary appear to have had a positive effect on DNA figures. These have decreased over the past several months:

	Doctor	Nurse
October	16	46
November	12	31
December	9	19

b) *Phones* - there are issues with patients getting through on the phone. CM advised that only one person was allocated to answering the phone most days. (See Staffing Update)

c) *Refurbishment* – CM received an email (from ??) which indicated that funds would be released at Easter time. KF offered to raise the matter at the next Peterborough Forum. MB asked CM if a letter sent on behalf of the PPG would be helpful but it was agreed that the PPG will take no action for now. This will be reviewed at the next meeting.

Action CM

4. Care Quality Commission (CQC) Visit

CM reported that a visit by the CQC took place in December. This was not a full inspection but a visit to review progress made on the actions raised by the inspection to bring the Practice in line with CQC requirements. The area inspector attended again but with a different team. The visit was positive overall and it's believed that a full inspection will take place in March.

5. Patient Survey

MH advised that the patient survey results report was nearly complete. She had not had the chance to meet with Dr Marimuthu yet to discuss the report and include any comments from the Practice. Once that meeting has taken place and the report has been finalised, MH will circulate to the PPG members.

Action MB

6. Staffing Update

Admin posts: three receptionists and one secretary needed for the reception/administrative team to be fully staffed. CM advised that they have possibly recruited for the secretary post and an interview is planned for a receptionist.

Clinical posts: CM advised they have a possible candidate for the full time Practice Nurse role. This is in addition to the part time nursing staff. A Pharmacist Prescriber will be joining the Practice in February and they will be able to treat and prescribe for minor illnesses. The Practice is still using long term locums and is continuing to advertise for a salaried GP.

7. Patient Forum Group Report

KF attended the last meeting and gave a brief overview of the proceedings. The majority of the meeting was taken up with presentations and discussions on the topic of Public Health. KF felt there was a disconnect between the opinions of the healthcare professionals and the reality for some people. It was recognised that Peterborough has one of the highest rates of obesity in the UK however low income and lack of time / inclination / skill to prepare healthy food were challenges for a percentage of the population. There was a general discussion on this topic.

MB offered to circulate the minutes from the Patient Forum. KF and AB would continue to give a verbal report to the group after the forum and then, once the minutes were circulated, could answer any queries arising from them.

Action MB

8. Any Other Business

a) *Prescriptions* - there still seems to be a problem at Lloyds chemist with the time it takes to get prescriptions filled. This led onto a discussion about requesting scripts. CM advised that the NHS wants to stop third parties (i.e. pharmacies) requesting prescriptions due to over-prescribing of items that are not required. The Practice had instigated this process however a complaint led to the decision being reversed. Following a discussion on what this would

mean for patients, it was agreed that the PPG would support the Practice if it were to reconsider this decision.

CD suggested that the Practice would need to clearly communicate this to patients (posters, flyers, letters?). This would need to include not only what they *could not do* (i.e. get Lloyds to request their repeat prescription) but also what they *can do* (i.e. take the repeat slip from Lloyds and pop it into the Practice, or request the prescription online or in person at the Practice).

b) *PPG Support Group* – MB advised the group that there is a PPG Support Group which is a national body that supports PPG in terms of processes, hints & tips, peer support, etc. The Practice had previously agreed that it would fund membership. MB suggested and the group agreed that the PPG should formally request this at the next meeting.

9. Date of next meeting

MB confirmed the AGM would take place in February and reminded the group that whilst she was happy to continue in a Chair or Vice Chair role for a few more months, she would not be able to continue after early summer.

CD volunteered to be Minutes Secretary. There were no volunteers for Chair or Vice. MB reminded the group that there could be no PPG without a Chair and asked all members to consider volunteering or nominating someone for the position.

Monday 4th February at 5.00pm