

Minutes of Orton Bushfield Patient Participation Group (PPG)

16th December 2019

Item	Action						
<p>1 Attendees: AB CM CD ID JB KF LS MF PC S TC TE</p> <p>Apologies: KH PW</p> <p>ID announced that RP and NP feel unable to attend due to ill health. He thanked them for their contribution to the PPG.</p>							
<p>2 Minutes</p> <p>The minutes of the previous meeting were agreed and signed as a correct record. No matters arising.</p>							
<p>3 Did not attend</p> <table border="0" data-bbox="268 969 703 1048"> <thead> <tr> <th></th> <th>Doctor</th> <th>Nurse</th> </tr> </thead> <tbody> <tr> <td>Dec '19</td> <td>5</td> <td>16</td> </tr> </tbody> </table> <p>(These figures are for the first two weeks of the month.)</p> <p>NB: the Nurse figure may be higher as some appointments are 2 or 3 slots (i.e. a diabetes check) which will be recorded as 2 or 3 DNAs.</p> <p>This shows a great improvement on last month's figures even though there are more appointments being offered.</p> <p>The group discussed ways in which to improve 'did not attend' figures. Dr Shah isn't keen on using the cost of an appointment so will include a slide on the new TV screen instead.</p>		Doctor	Nurse	Dec '19	5	16	<p>CD - slide</p>
	Doctor	Nurse					
Dec '19	5	16					
<p>4 Staffing</p> <p>New staff – full time receptionist, full time lead nurse, nurse practitioner (4 days), advanced HCA (4 days). This means that the equivalent of three Doctors are available every day.</p>							
<p>5 Telephone system</p> <p>The answering service for cancellations has been removed and a new message has been introduced. Two receptionists available to answer calls.</p> <p>The issue of calls dropping after a period of time is ongoing. Ian asked if it was possible to extend the queue wait time to avoid this.</p>	<p>CM</p>						
<p>6 Refurbishment</p> <p>ID spoke with NHS Property Services and has good news – all windows and window frames are being replaced in January / February. The meeting was cautiously pleased with the news.</p> <p>ID advised that he and CD had met with two of our local councillors to show them the damage to the property and to explain the broader</p>							

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<p>challenges we've had in getting the windows replaced. If the installation doesn't take place as planned, we will consider escalating within the council and the NHS.</p> <p>Toughened glass is being used in case of further vandalism. On that note, the group discussed the possibility of CCTV and an outside light as ways of deterring further damage.</p> <p>We have also been able to get a screen installed in the waiting room that was discussed some months ago. This will be used to publish self-help, announcements, practice notices, etc. Dr Shah is happy for the PPG to "own" this and CD has offered to work on the presentation. She asked people to share any ideas for what to display.</p> <p>TE asked whether the screen could be used to call patients through but CM explained how they liked to have the little walk to the waiting room. TE asked if we could ask them to speak more clearly when calling a patient.</p> <p>TE also mentioned that there used to be a sign on the closed foyer door directing people to the other door. CM explained that had been taken down when dealing with the damage to the property.</p> <p>TE also asked if it would be possible to have a clock on the waiting room wall and would be happy to donate one to the practice should Dr Shah approve.</p>	<p>CM to raise with Dr Shah</p> <p>CD – slides</p> <p>CM</p> <p>CM to raise with Dr Shah</p>
<p>7 Alarm</p> <p>When ID and CD met with the local councillors, the Practice alarm was going off. ID asked NHS Property Service for clarity on the call out response for the alarm. He was advised that we are able to call the Facilities Management helpdesk if we hear the alarm sounding. The number is free to call and open 24/7 – 0808 196 2045.</p>	
<p>8 CQC Inspection</p> <p>The Practice team feels that the inspection went well with only a few minor issues. The CQC said that they didn't expect that all issues would be solved in a short space of time and advised that we should not be disheartened by only a moderate improvement to our rating. The report is expected in January and it's likely another inspection will take place in three months.</p> <p>ID expressed the PPG's recognition of all the hard work undertaken by the Practice staff in preparing for this inspection.</p>	
<p>9 Any other business</p> <ul style="list-style-type: none"> • Greater Peterborough Patients Forum – AB shared a copy of a Crisis Card that's being offered to those with mental health challenges. CM will try to obtain some for the Practice. • AB would like one or two volunteers to attend the Forum meetings with her. These take place once a month on a Tuesday morning if anyone is able to attend. (This is open to all PPG members, regardless of membership length.) • TC and MF raised queries relating to correspondence between hospitals and GP Practices. CM will look into TC's situation. CD explained about the proposed improvements for "joined up thinking" that were discussed at the recent STP meeting (see previous meeting's notes). The aim is to have patient's notes 	

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<p>accessible to all clinicians to avoid the inevitable delays with written correspondence.</p> <ul style="list-style-type: none">• ID advised that we have now been given access to the PPG page of the Practice's website so we can upload previous meeting agendas and minutes together with any other appropriate information.• Reminder: February's meeting will be our AGM so officer nominations are invited in January's meeting.	
<p>10 Date of next meeting</p> <p>Monday 6th January at 5:30pm</p>	