

TWO RIVERS MEDICAL CENTRE, IPSWICH PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting held on Tuesday January 8th, 2019
at TRMC at 6.30pm

Present:

Anne Walker (AW), Jo Hutchinson (JH), Jenny Pickering (JP), Pippa Shel Drake (PS), Sally Gardiner (SG), Bernadette Smith (BS), Dr Smith, (KS) Jess Gaskell (JessG)

AW welcomed BS back to the Group.

1. Apologies:

AH, JG, SH, RH and JK

2. Care Navigation Presentation

Jess G gave a comprehensive overview of how her reception team handle the Care Navigation process. This prompted a healthy discussion. The Practice was seen to be improving the patient triage process and KS said it is freeing up the GPs from inappropriate appointments. AW thanked JessG for the presentation.

3. Minutes of meeting held on November 6th 2018

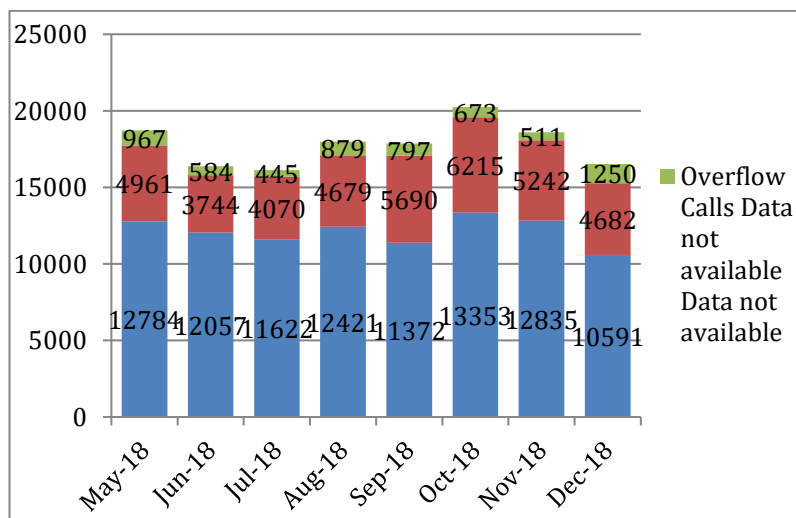
These were signed as correct by AW.

4. Matters Arising, not covered by the Agenda

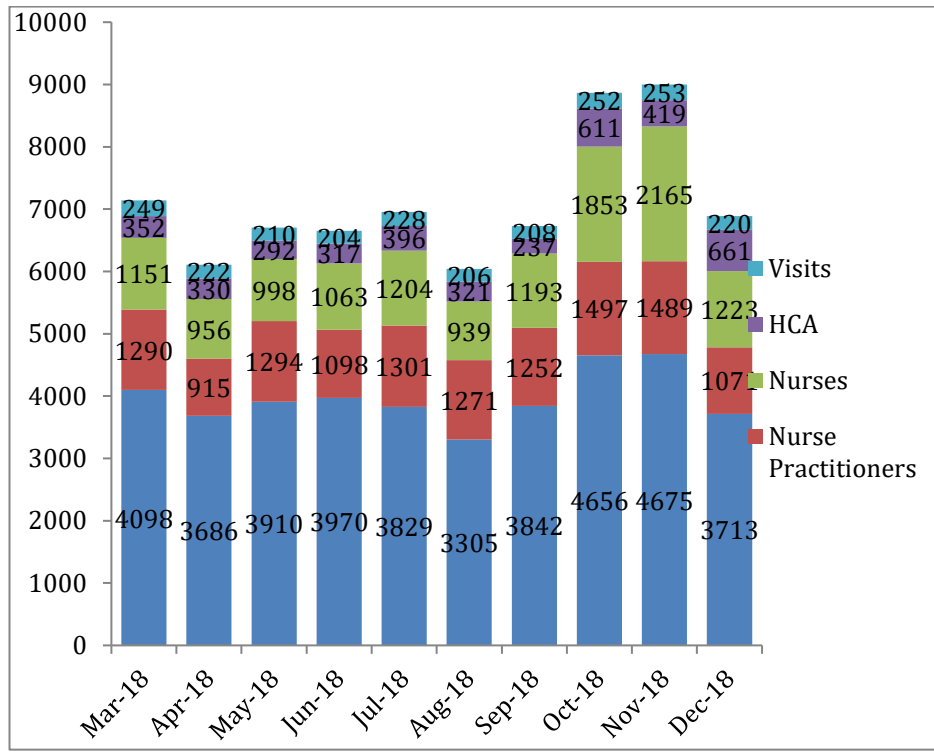
- Website video to facilitate use of online booking for patients. KS will ask JK about progress on this. **KS**
- Active Lives to be invited to next Receptionists' meeting. **Jess G**
- Working Groups. AW said Dr Skrinchuk would like to be included in future meetings of these Groups.
- Clinicians own patient follow up appointments. KS thinks JK has already reminded clinicians of this facility on their computer screens, but she will talk further to JK. **KS**
- Receptionists have new name badges which show their given name only. They will be expected to wear these all the time.

5. Practice report and staff changes. Already circulated.

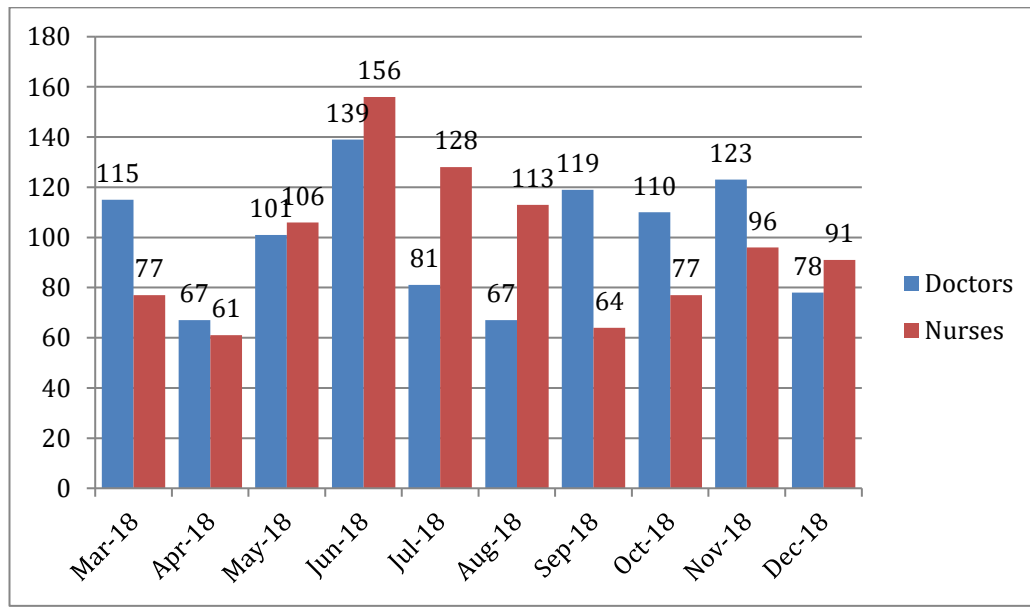
Incoming Telephone Calls



Appointments

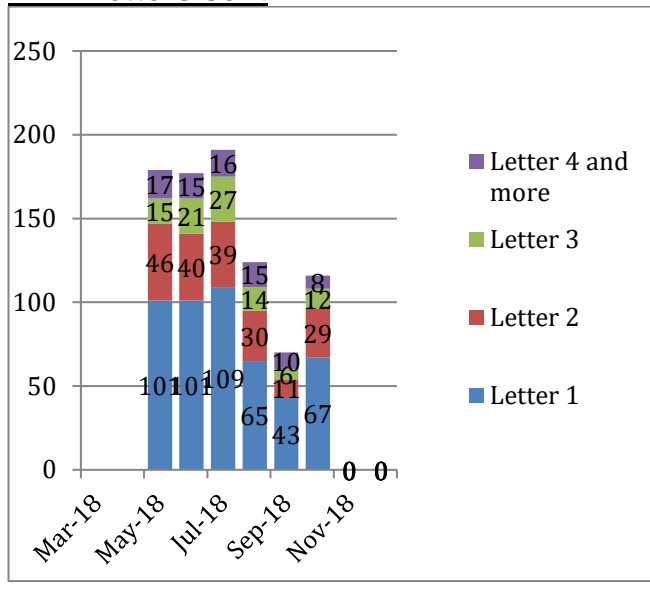


DNA Appointments



AW commented that the total number of DNA patients over the past 6 months was 2.7% of the total number of appointments made.

DNA Letters sent



STAFFING

Doctors

One GP has left TRMC since the last meeting. While the Practice has not been able to replace his 4 sessions a new nurse practitioner who started in early December has replaced his appointments. TRMC is now looking at using the new pharmacists to redirect all medication admin work away from the GP's.

An international GP starts on 14th January. This is a 3 year training post and TRMC will have the option to employ him fully at the end of the training period.

The GP registrars change on 5th February when one leaves and another will start.

Nurse Practitioner and Nursing Team

One HCA has handed in her notice due to retirement and her last working day will be 31st January. She has agreed to do some Bank work till the end of March.

Another is also leaving at the end of February as she has a new job closer to home.

TRMC will be advertising for replacement staff after discussing the options to replace both posts in the next partners meeting on 14th January.

One nurse has returned from maternity leave and is working 3 days a week

A nurse practitioner has started work and finished his induction and is now seeing patients

Pharmacy

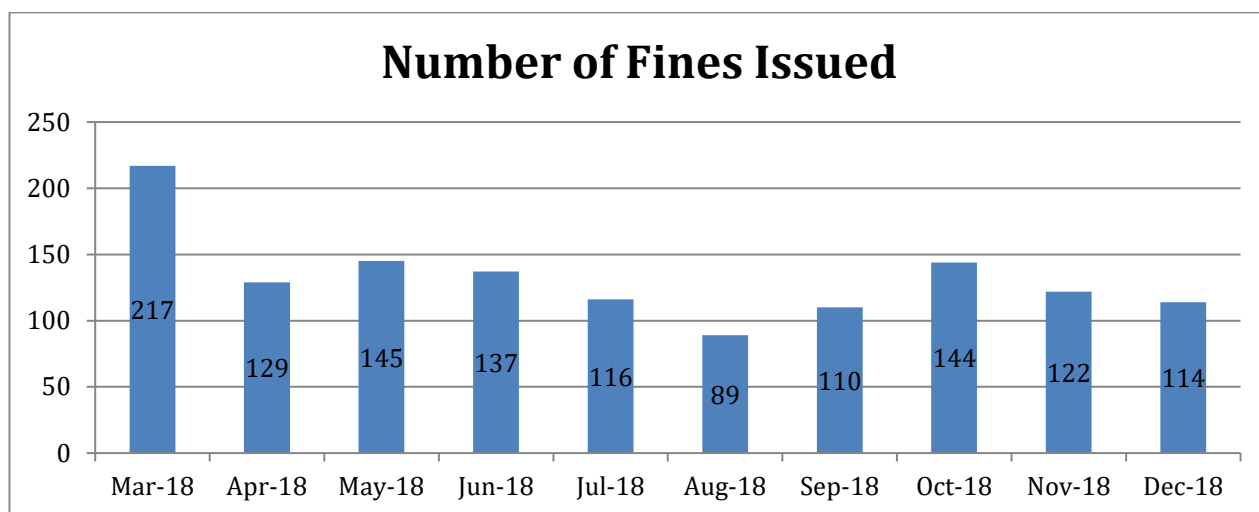
One pharmacist started work at TRMC on the 7th January, another is due to start on 8th February.

Reception and Admin

One receptionist has left and her replacement started on the 7th January .

One medical secretary is starting 14th January working full time.

Parking Eye



6. Missed appointments

See above.

7. Complaints and praise. Circulated to PPG Group. KS

Complaints – there were 8 complaints for the months of November and December 2018.
Praise. There have been 6 instances of praise for staff, in November and December 2018.
KS said that she spends a long time researching her responses to patient clinical complaints. She reads the patient notes thoroughly, speaks to the clinician involved and spends time writing a detailed response to the patient. The PPG welcomes the praise received by the practice and will continue to monitor complaints.

8. PPG £ initiative, details already circulated by AW

AW outlined the developments which had all happened since the last PPG meeting. The meeting was enthusiastic about the Project. AW will submit the application form and proposal to the Suffolk Community Foundation. AW done

AW will email NS and KS about the invitation which needs formatting to be sent out to the already identified pre-diabetic patients. AW done

Please note Induction afternoon for patients invited to the scheme on February 13th.

9. Visit to Bromley by Bow Practice.

KS said that NS had had an inspirational visit to BBB Practice to see how they implement social prescribing and had already fed back to TRMC clinicians. AW will circulate NS notes about the visit. AW done

The meeting did not feel there would be any further gain for TRMC from the PPG visiting BBB as there are so many initiatives being followed at the moment.

JH suggested to Jess G that the reception team would benefit from hearing first hand from NS about how BBB runs their social prescribing system. Jess G

10. Feedback from Focus Groups.

- **Social prescribing. JH**

There had been no further meeting of the PPG working Group, but there were now many developments within the Practice around Social prescribing.

- **Patient safety.** RH had not yet had time to write her paper on this subject, but would do so before the March meeting. **RH**
KS commented that Practice clinicians realise that they need to learn from their mistakes and that issues are discussed at daily morning meetings, and in particular at 3 monthly clinical team meetings.
- **Patient experience.** This Group had not had a further meeting

AW and JH both thought that as the PPG Working Groups had done a lot of work identifying areas for improvement and new ideas for the Practice, that the PPG should now scale back the work of the working groups but should follow up on the 3 subjects at every meeting. Members present were in agreement with this proposal.

121 AOB

- PPG Postbox in waiting area for patient suggestions. This was discussed. KS thought it might lead to inappropriate letters put in there which could be better dealt with by practice staff. PS suggested that the PPG should have greater coverage on waiting room screens, along with a contact email address. JG will check the visibility of the PPG email address on the Practice website. **Jess G**
AW to send Jess G the PPG email address. **AW done**
- There was discussion about the need to recruit new PPG members. KS agreed that she and JK might be able to help this process. **KS/JK**
- Practice geographical boundaries. SG asked whether these had changed recently. KS said they had changed slightly when the Practice moved to its new site.
- Jess G suggested putting her 'Social prescribing chart' into the 'patient information leaflet'. The meeting agreed with this idea and AW also asked Jess G to check that the contents of the Leaflet are fully updated. **Jess G**
- JP gave feedback to the PPG about a meeting she attended at Colchester/Ipswich Hospital Trust about the ideas for solving some of the travel problems caused to both patients and staff since the Trusts' merger. Ideas being worked on include changing the car park charging system, and bus services from railway stations to hospitals. JP will keep the PPG informed of any developments. **JP**
- BS thanked the PPG for the flowers sent and to AW for the support that she had given her personally over the past few months.
- BS asked if there was an ultrasound diagnostic clinic held at TRMC. KS said that patients were referred to a community facility for ultrasound scans.
- AW asked what minor surgery is being done at TRMC. KS replied that it was mostly minor dermatological procedures

Dates of future meetings 2018

Tuesday March 5th 2019 at 6.30pm

Tuesday May 7th at 6.30pm **AGM**

Tuesday July 2nd, 6.30pm

