

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

Minutes of the AGM held on Tuesday May 1<sup>st</sup>, 2018  
at TRMC at 7pm

## Present:

Anne Walker (AW), Jo Hutchinson (JH), Sue Hayes (SH), Jenny Pickering (JP), Jean Garnham (JG), Pippa Sheldrake (PS), Angela Harvey (AH), Tricia Parker (TP), Bernadette Smith (BS), Laurence Collins (LC), Rachel Helliard (RH) Dr Knight (JK), Dr Smith (KS)

## Resignation:

AW said that Gill Lewis had resigned from the PPG group due to moving outside the Practice catchment area. AW thanked GL for her contributions to the PPG.

## 1. Apologies:

SG

## 2. Minutes of meeting held on March 6<sup>th</sup> 2018

These were signed as correct by AW.

## 3. Matters Arising, not covered by the Agenda

- Photoboard. Annie in the administration team is currently working on this.

## 4. Chairman's report.

This had been circulated by email. There were no amendments suggested from the meeting.

## 5. Practice report and staff changes. Rachel Helliard

### Practice Statistics for April 2018

PHONE CALLS RECEIVED	12468
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APPOINTMENTS	
GP/Trainees/Locums	3758
Nurse Practitioners	939
Nurses	1349
HcAs	728
Visits	289

DNAs	
Total No of DNAs	216
Doctors	67
Nurses	67
1 <sup>st</sup> Letter	91
2 <sup>nd</sup> Letter	30
3 <sup>rd</sup> Letter	11
4 <sup>th</sup> Letter	5
5 <sup>th</sup> Letter	3

NB: Future data will be for both months in between each PPG meeting

## Staffing:

### Doctors

We are currently reviewing and updating our GP advert to make it more relevant to today's workforce and then we'll be sending it to the Bury St Edmunds GP training scheme. Dr Dan Griffin has volunteered to be a point of contact as he completed the Bury scheme last August. In the meantime we have increased our bank of regular locums including Dr Piramila and Dr Eva who have both returned from maternity leave; Dr Jude Ngoka, Dr De Silva and Dr Patill and Dr Sherridan. Dr James Moore Smith has also stayed with us in a locum capacity.

### Nurse Practitioner and Nursing Team

We were unable to recruit a nurse practitioner

Rosemary Kearton is starting in July as a practice nurse and has lots of asthma experience.

### Reception and Admin

7 new receptionists have started plus a previous receptionist has returned on a bank contract to provide holiday cover. This has enabled us to move 23 hours into the secretarial team and 10 hours into the management team

### Practice update

WiFi - BT have installed the line and we're waiting for Sky to complete the installation which is due by the end of May 2018

Parking Eye. Issues have settled down and the number of fines issued is below

	Fines Issued (we don't know how many of these were appealed)
March	217
April	98 <i>This wont be the final figure for the month as tickets take 3 days to be issued</i>

There has been a significant improvement in parking available to patients.

### Care Navigation

Training is now underway with the staff and 7 members of the team have attended the level 1 training. All of the reception team and booked onto a training session for level 1 and level 2 between now and November 2018.

### Discussions on report;

- DNA letters. JK said that there is a number of hard core 'offenders', often from very dysfunctional, even homeless backgrounds. These patients were discussed at Practice GP meetings on a regular basis. JK said that the 4<sup>th</sup> and 5<sup>th</sup> letters were generated by individual GPs who were sending more personal letters to their own patients. In answer to questions from BS and JH, JK agreed that admin could perhaps look at the success rate of the first 3 letters, and also how far ahead the failed appointments were made.
- Boots pharmacy has its own Parking Eye terminal.
- AW asked how to change your preferred Pharmacy online – **On the TRMC website go to 'ordering your prescriptions' – medications - change pharmacy**
- JH asked how patient knows when the prescribed drugs are to be ready for collection from the designated pharmacy. **She has rung Boots who say that there is a form in their shop which can be signed giving patient permission to be texted when the prescription is ready for collection – this will be roughly 3 working days from Boots' receipt of the prescription from the surgery.**
- JG asked for annual trends of the key statistics to be ready for the meeting in July as this will be 2 years from the Practice merger. RH and JK agreed **RH**

## **6. Complaints and praise. Rachel Helliar and Katie Smith**

### **Complaints**

There had been 6 written complaints since the PPG meeting in March. Two had been resolved, and the other 4 are under investigation, but holding letters have been sent out.

### **Praise**

There were 5 written and/or verbal documented items of praise.

LC commented that Ipswich hospital receives 10 times more compliments than complaints which was very good for staff morale. JK said that the only questionnaires that TRMC sends out regularly are the ones that follow minor surgery within the Practice. There followed discussion about the merits of various forms of questionnaire including the electronic 'smiley face' type used by The Riverside clinic. The meeting felt it would be a positive step to gather more feedback from patients.

## **7. Health Education Event 24<sup>th</sup> May**

An updated list of speakers and stalls had already been emailed out to members. JH outlined progress so far and thanked Onelife, the CCG and the Practice for their help. Available members were asked to attend by 1pm on the 24<sup>th</sup> in order to get everything ready.

Tai Chi could be housed in one of the corridors if the day is wet. Discussion followed about the advertising and RH said that due to the new data protection laws (and a patient complaint) we are no longer allowed to email the advert to patients.

Members are requested to wear name badges . JH to make badges for new members **JH**

## **8. Terms of reference**

These had already been circulated by email, and the meeting unanimously approved them.

## **9. Focus for the year ahead**

LC suggested that the meeting perhaps needs to reflect on what it wants to achieve in the year ahead, and also what the surgery wants us to achieve. He made suggestions including data reporting, pertinent data, complaints and praise trends, and health events.

JK said that the PPG had focused well up until now and done a lot of good for the practice, but that there needs to be more means to evaluate feedback from what we do. He also suggested that 'patient safety' would be a topic that the PPG could help with.

SH asked if JK and KS feed back from PPG meetings to other doctors within the Practice and was assured that they do.

AW said that Dr Skrinchuk will be attending the PPG July meeting to share her ideas for work that we could do for the Practice.

RH would like to see better links between the PPG and reception.

Suggestions to be followed up at and before the next PPG meeting included:

- July meeting will devote time to discussing discussion about 'focus for the year ahead'. RH will send her report to JH to circulate with the agenda
- Reception team to present about 'Care Navigation' to the meeting later in the year
- Members of PPG to present to Reception about PPG aims and work.
- AW to send her Chairman's report, TOR and Minutes to RH who will circulate to the GPs in hard copies (done 2.3.18) **RH**

#### **10. Election of Chairman and Secretary for the coming year.**

SH proposed, and AH seconded the proposal for AW to continue as Chairman. This was supported unanimously by the Group.

SH proposed, and AH seconded the proposal for JH to continue as Secretary. This was supported unanimously by the Group.

JK thanked AW and JH for all they had done for the Group to date.

#### **11. AOB**

- JK said that the GDPR General Data Protection Act will affect both the surgery and the PPG and will need discussion, particularly on how it will affect patient emails, at the July meeting.
- LC gave the meeting an update on the proposed merger of the Ipswich and Colchester hospitals.

#### **Dates of future meetings 2018**

Tuesday July 3<sup>rd</sup> 7pm

Tuesday September 4<sup>th</sup>, 7pm

Tuesday November 6<sup>th</sup> 7pm

Jo Hutchinson 3.5.18

