

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

Minutes of the meeting held on Tuesday July 3rd at TRMC at 6.30pm

**Present:**

Anne Walker (AW), Jo Hutchinson (JH), Jenny Pickering (JP), Jean Garnham (JG), Angela Harvey (AH), Graham Smith, (GS) ,Rachel Helliar (RH) Jess Gaskell (Jess G)

**1.Apologies:**

Dr Smith , Dr Knight, Sue Hayes, Pippa Sheldrake, and Sally Gardiner

**2. Minutes of meeting held on May 7th 2019**

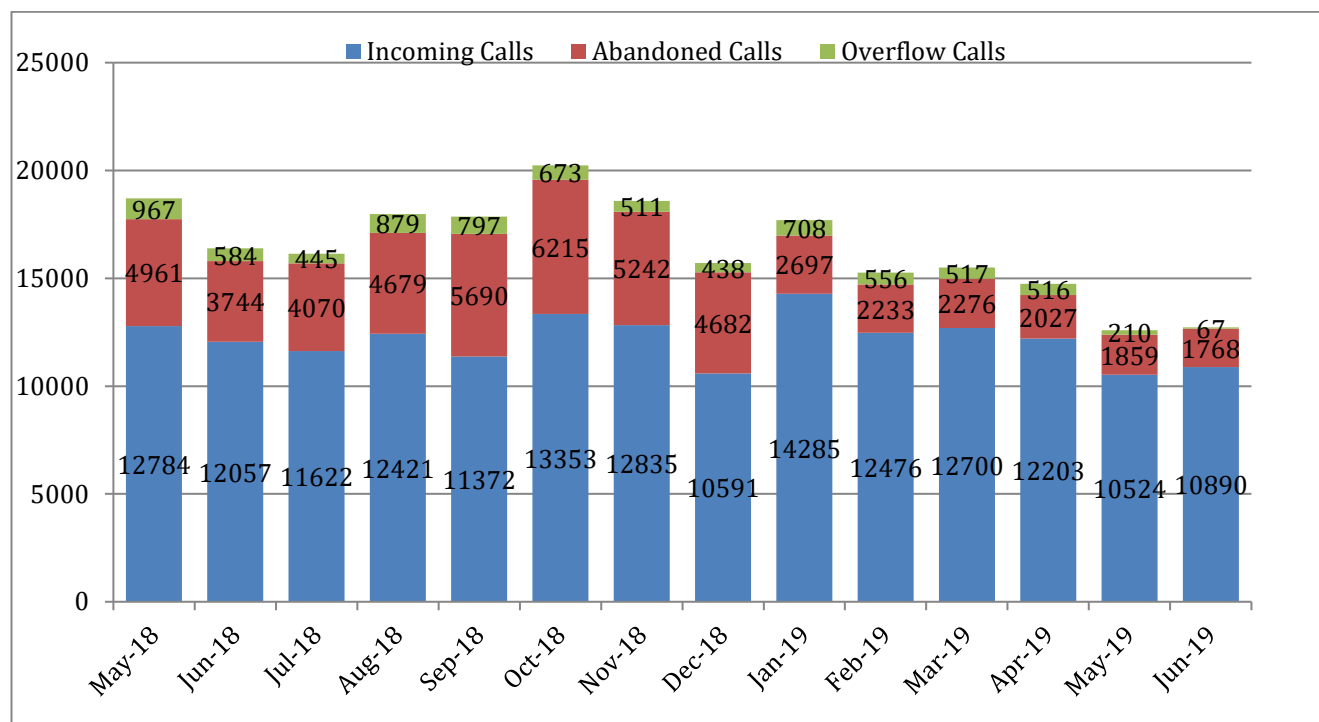
An amendment was made to note the resignation of Bernadette Smith. The minutes were then signed as correct by AW.

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

- Phone message. RH said this had not yet been done despite numerous requests. **RH**
- Name badges. Jess G said that these are now being worn
- Website video. This has now been implemented.
- RH said that Dr Griffin will try to attend the September PPG meeting
- RH has suggested to Mark Cousins that information about Care Navigation should be put on the staff section of the Practice website **RH/MC**

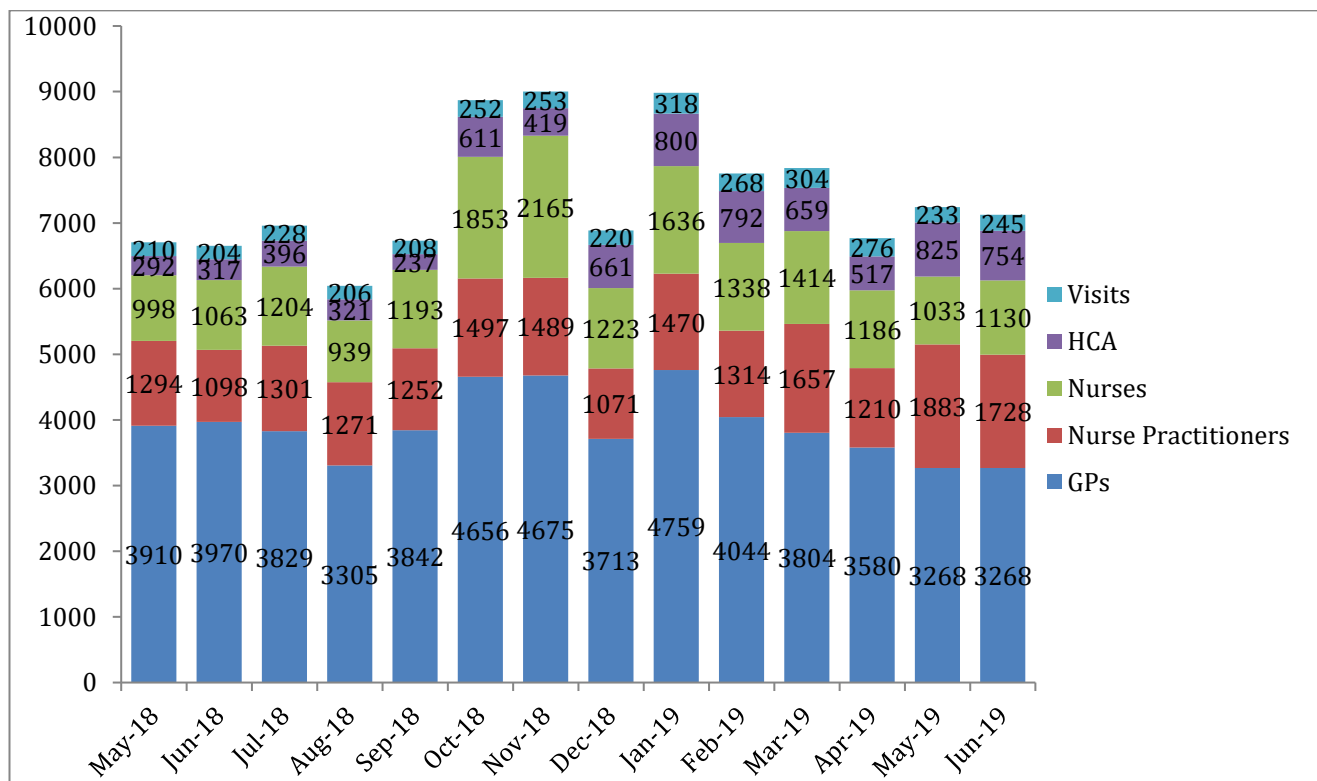
**4. Practice report and staff changes. Rachel Helliar. Already circulated**

**Incoming Telephone Calls**

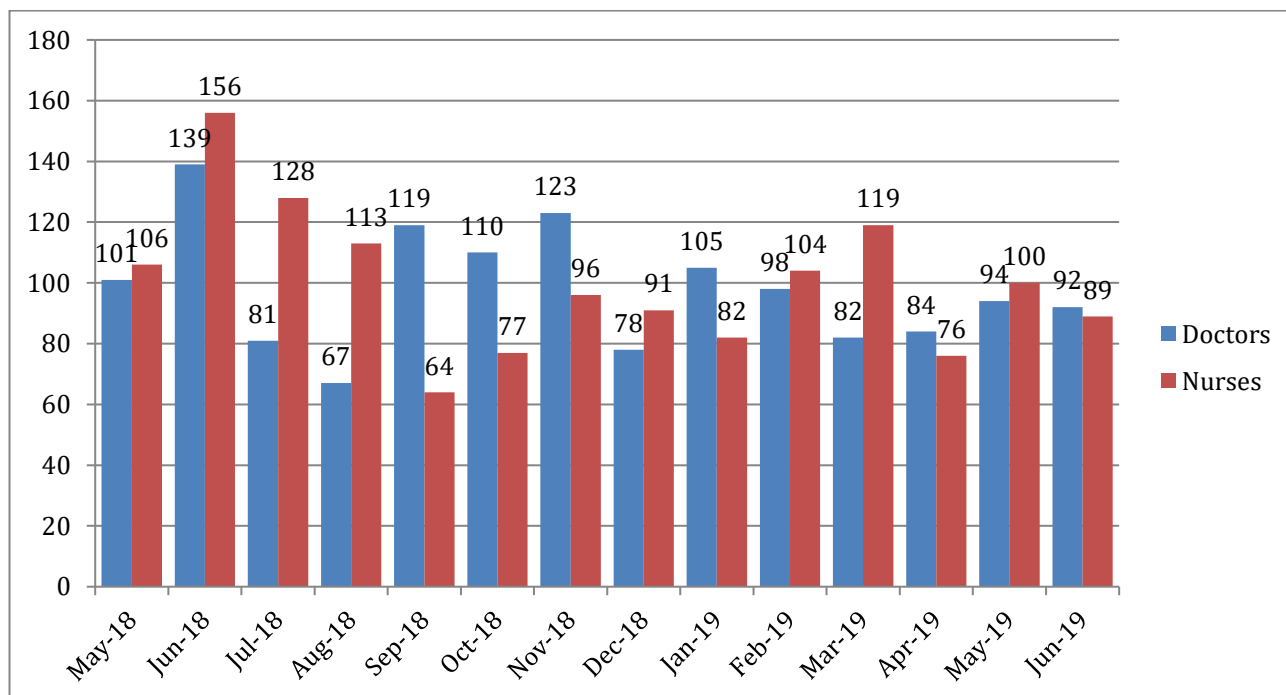


On 5.5.19 TRMC increased the telephone call queue length to 40 calls from 8am-10.30 am to see if that reduced the volume of overflow calls, which it has, to give a better service to patients.

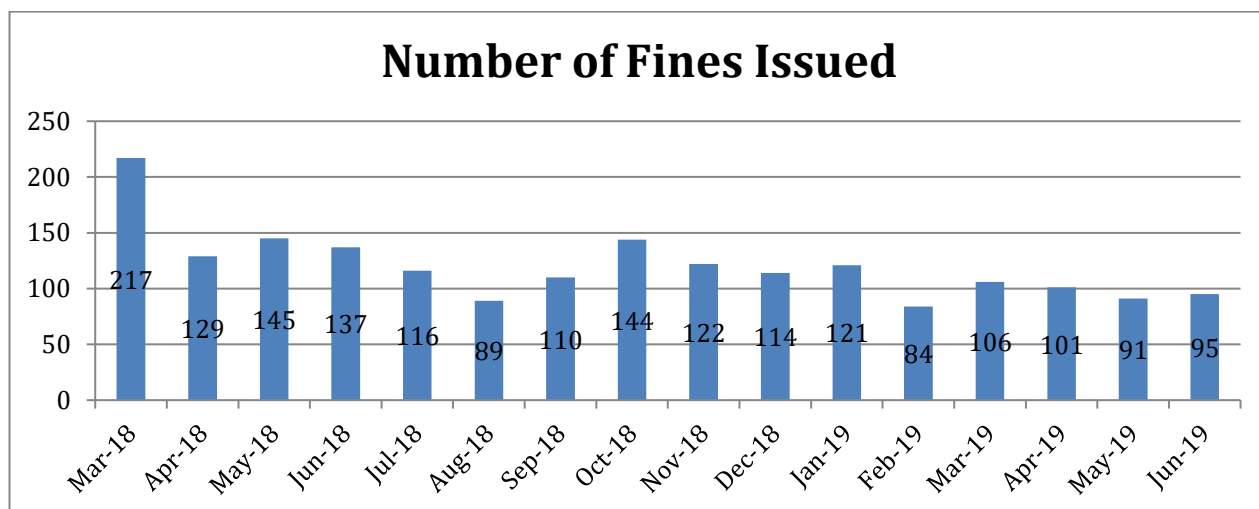
## Appointments



## DNA Appointments



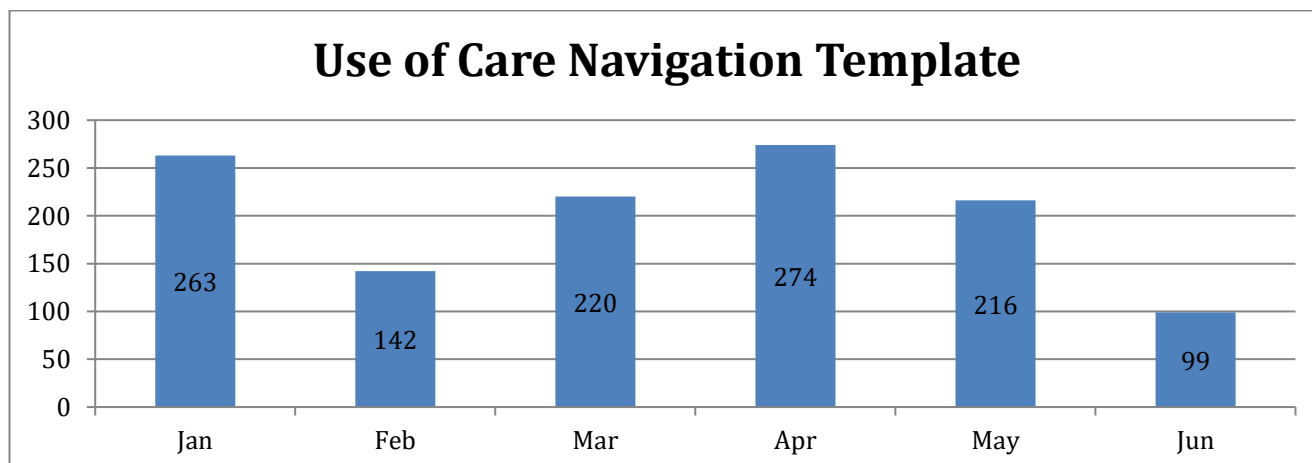
## Parking Eye



There is a current issue with Parking Eye capping the number of fines TRMC can appeal to 15%. Under GDPR the Practice can give patients proof of appointment but can no longer issue them the letter FAO Parking Eye.

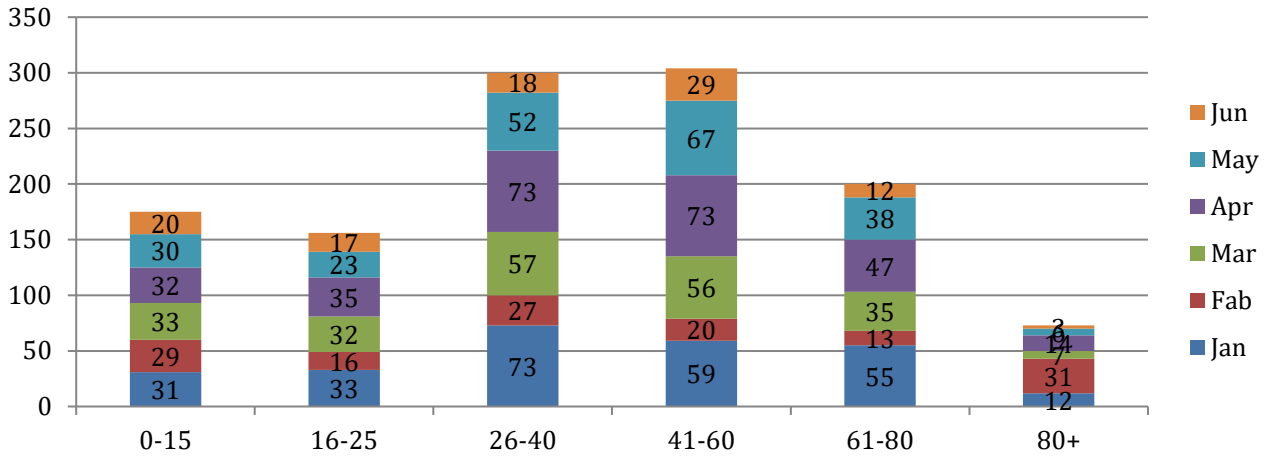
Parking Eye introduced goodwill discount making the fine £20 for patients that appeal the fine with a legitimate reason. Following discussions with the practice they have now rescinded this for patients who enter an incorrect registration number.

## Care Navigation

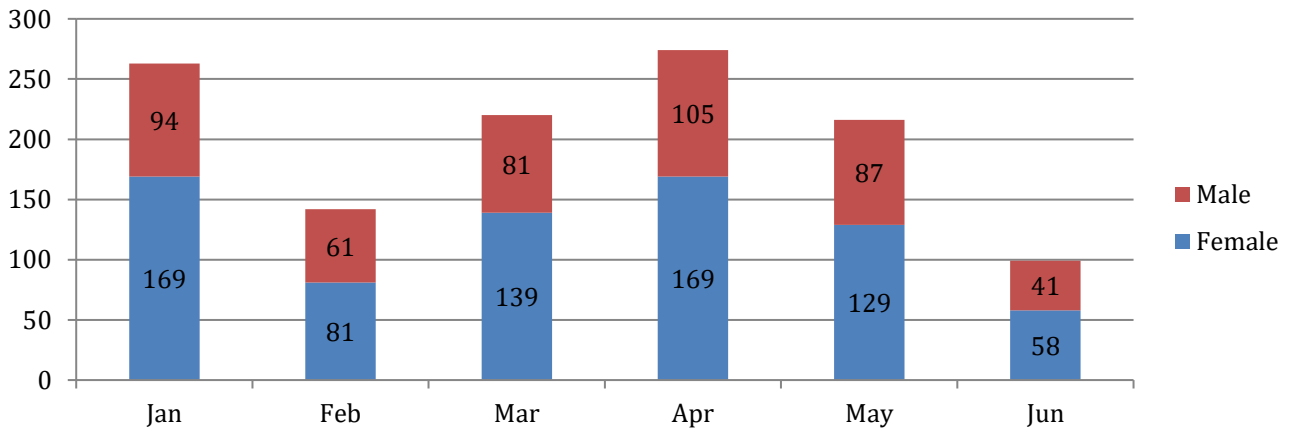


The numbers are down on June last year. Jess G will remind reception team to keep using the template, but patients are now beginning to ask for members of clinical staff other than the GP's!

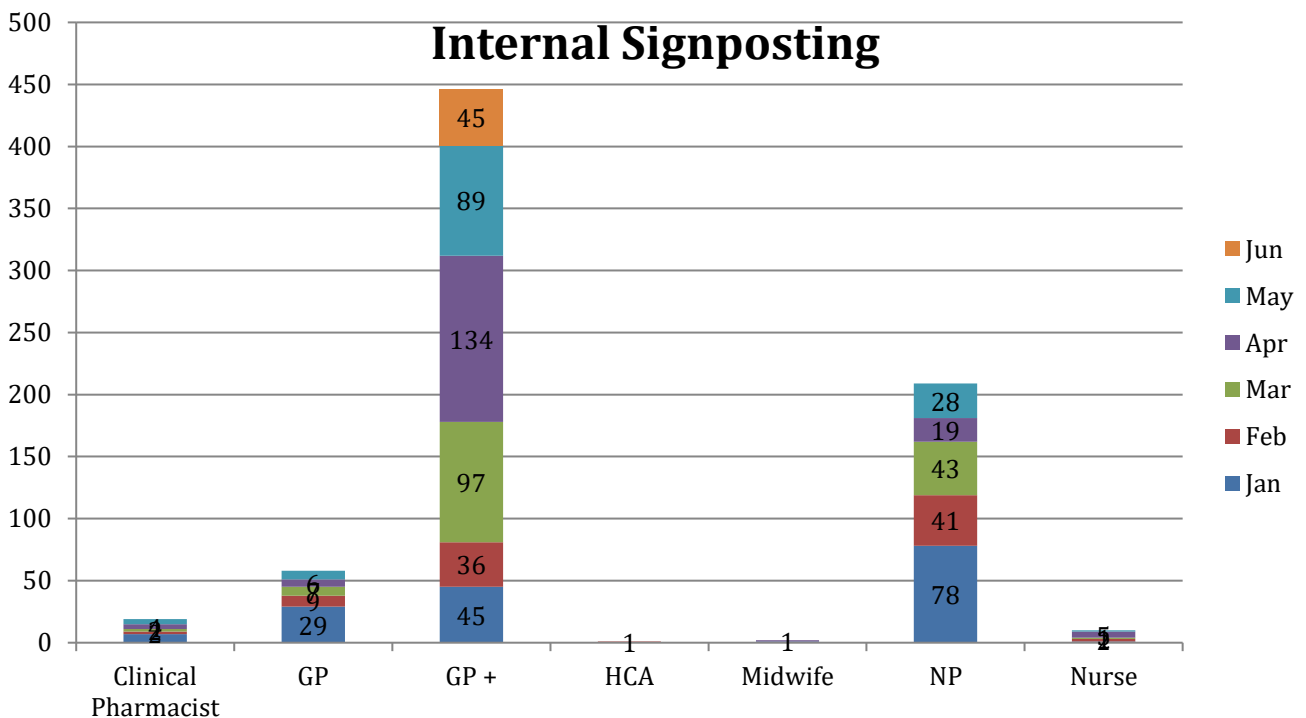
### Age of Patients



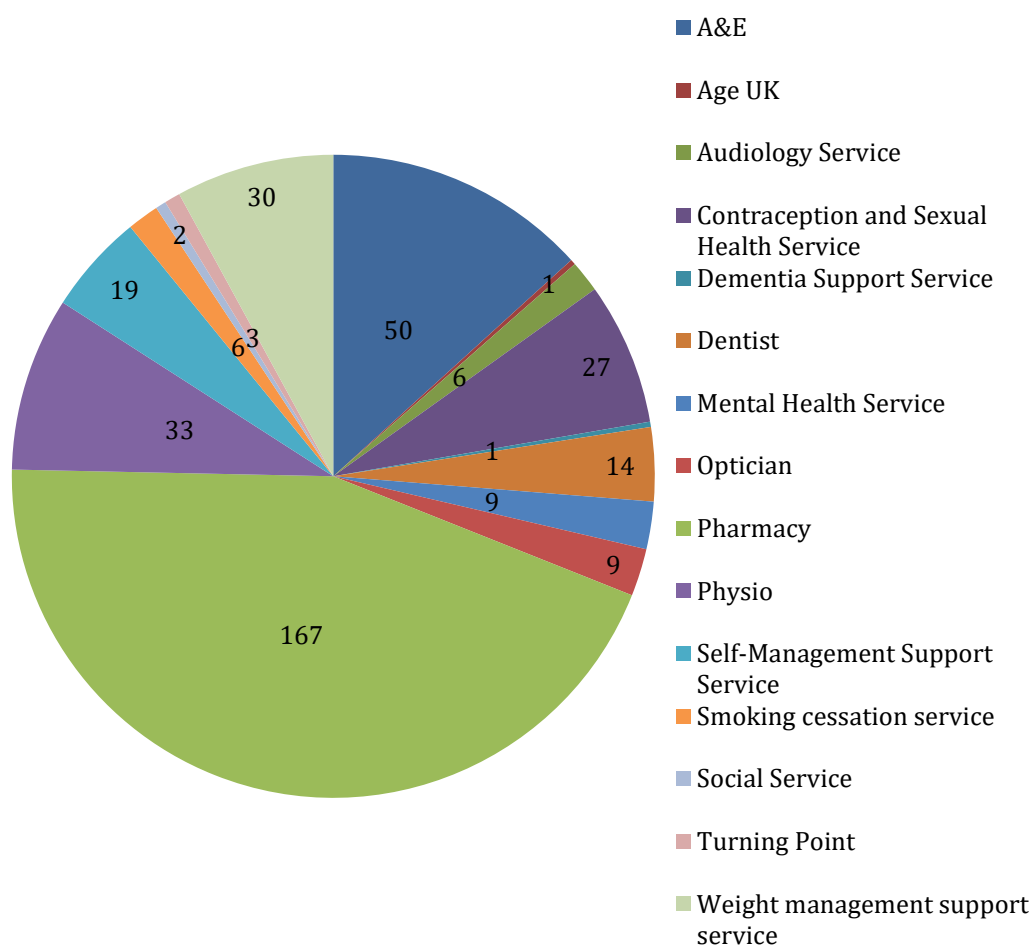
### Sex of Patients



### Internal Signposting



## External Signposting Since Jan 2019



### STAFFING UPDATE

#### Doctors

TRMC are re-advertising for a Salaried GP

#### Nurse Practitioner and Nursing Team

- A new HCA started in June
- A new practice nurse starts in September working 30 hours a week
- A new nurse practitioner starts in July

#### Reception and Admin

- Two medical secretaries joined the team in June. One is also doing some HCA hours
- One receptionist starts in July working full time.

TRMC are advertising a full time reception and admin post giving 24 hours reception and 13 hour admin

### PRACTICE UPDATE

Action Points From Previous Meetings:

1. Updated patient leaflet is now in use and reception staff all wearing their new name badges. Phone message has not yet been done.
2. Link on the website to a video to assist patients with online booking

3. PPG £ Initiative: We are looking at running an evening event in September to try to attract a younger cohort of patients. Date to be confirmed
4. Patient Safety: Still with JK
5. Encouraging other clinicians to attend PPG meeting: Dr Griffin aware of September's date and is planning on attending if he doesn't have a GP+ rota
6. Patient survey: Leaflet supplied

### **Social Prescribing**

TRMC have had stalls from One Life Suffolk, ActivLives, Suffolk Family Carers, Driving Miss Daisy, Suffolk User Forum, Warm Homes and Age UK Suffolk in our waiting rooms. One Life Suffolk has organised to have a second stall with TRMC on 23 July 2019 after a successful first visit. They advised 22 people, referred into our service and signposted a further 2 to outside organisations and events. Age UK have agreed to do regular two monthly stall. Their next stall will be in August. Driving Miss Daisy has attended twice.

TRMC has a Reception Team Meeting on Thursday 18 July where ActivLives, One Life Suffolk and Wellbeing will be talking to Reception about the services they provide.

JP to ask Suffolk Family Carers if they are going to attend again at TRMC reception. **JP**

The 'Connect for Health ' advisor will start work in TRMC from September when the 'Social Prescribing' scheme officially starts .

### **PPG General discussion**

- AW said interim results of the PPG survey show that 50% of patients get 'on the day ' appointments. RH commented that a new NHS ruling demands that 25% of appointments should be online. AW suggested that this new development should be advertised online. **RH**
- RH commented that for patients who install the NHS App, which takes time to set up, is a more efficient way to access appointments, online records and prescription ordering.

5. **Missed appointments** .See above.

6. **Complaints and praise.** Already circulated. Complaints were discussed and AW noted the large amount of praise for TRMC staff.

### **7. Feedback from focus groups**

- JG had written to the manager of Boots pharmacy complaining about the patient waiting times at the counter and she had circulated his reply. There was discussion about patients falling foul of Parking Eye if they had to wait too long in Boots and RH said that that Boots can register patient vehicle registrations on the parking Eye website. JG to write to the Manager again. **JG**
- Patient experience of Reception. Not discussed as SG not at meeting
- Update on reporting of significant events. Not discussed as JK not at meeting.

### **8. PPG £ Initiative**

AW reported that the first 2 groups were working well. RH has managed to overcome the Data Protection issues to enable "before and after" blood results to be compared.

A third (younger) group of patients is needed to fulfil the CCG contract and RH has emailed Rachel Summers for a date to be organised in September for another evening induction meeting for potential group members. **RH/RS**

### **9. Patient survey update (running 24<sup>th</sup> June to 5<sup>th</sup> July.**

AW has processed the first 100 forms. Interim report circulated at meeting. PPG members all agreed that it was proving to be a worthwhile exercise and they were all enjoying interacting with other patients and learning the general feelings of patients about the Practice. The survey had enabled patients to raise several issues.

AH asked how often the ECG machines were serviced as a patient had commented to her about problems with ECG machines at her appointment. RH said that all electro medical machines were PAT tested, serviced and recalibrated annually. There has been a problem with the newer Bluetoothed ECG machines after being serviced in that they are no longer bluetoothed. TRMC has ordered replacement machines.

### **10. Social Prescribing / community groups update.**

Already covered in Practice report

### **11. AOB**

- **Blood tests.** RH reported that TRMC now has 60 dedicated blood test appointments available each week at the Practice and these can be booked online.
- **The Riverside phlebotomy clinic** has now moved to Landseer Rd clinic at 476 Landseer Rd, Ipswich. Appointments are bookable online.
- **Sick patients in TRMC waiting room.** JP asked if really unwell patients, and/or those needing a vomit bowl, could be looked after in a private room whilst waiting to see the Doctor. Jess G to remind reception staff. **Jess G**
- The meeting was sorry to hear that Dr Smith is stepping down as a Partner, but she will continue as a salaried GP at the Practice. PPG members expressed concern at how the 2 remaining GP Partners would cope with the extra pressure.

### **Dates of future meetings:**

Tuesday September 3<sup>rd</sup> 2019, 6.30PM

Tuesday November 5<sup>th</sup> 2019

Tuesday January 7<sup>th</sup> 2020

