

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

Minutes of the Meeting held on Tuesday January 9th 2017  
at TRMC at 7pm

**Present:**

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

**Speaker-** Sam Nicholls, Practice Paramedic.

Sam gave an informative talk on her job at TRMC, and on how she and her colleague, Lucy, have been able to develop their role in visiting patients in their homes. Sam is now studying for a Master's degree so that in the future she will, hopefully, be able to prescribe. This would make her role more efficient for the practice. She was thanked by AW.

**1. Apologies:**

Gill Lewis

**2. Minutes of meeting held on 7.11.17**

These were signed as correct by AW.

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

- Registration for children. AW commented that registering children under 16 on the Practice website is currently confusing. She suggested that there needs to be an explanatory note prior to actually entering the appointments area of the site. RH
- Respiratory nurse vacancy. The Practice will soon have a Bank nurse with respiratory skills who is to cover maternity leave for another nurse.

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

<b>PHONE CALLS RECEIVED</b>	<b>9133</b>
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<b>APPOINTMENTS</b>	
<b>GP</b>	<b>3683</b>
<b>Nurse Practitioners</b>	<b>1142</b>
<b>Nurses</b>	<b>1145</b>
<b>HCA's</b>	<b>635</b>
<b>DNA's</b>	<b>250</b>

BS asked why the number of patients 'attending' the front desk was not counted. JK felt that the receptionists are busy enough, and that the phone stats which are easier to collect, give a fairly accurate indication of patient numbers

**Staffing Update**

**Doctors:**

New registrar, Dr Calaweez Othman (F) has started and is with TRMC for the next 18 months  
Dr Kate Riches is starting in February working Wed, Thu and Fri. She will be taking over Dr Balme's patient list.  
JK said that the Practice still needs the equivalent of 1.5 full time GP's.

**Clinical Support:**

Wes Grimsey is joining the paramedic team at the end of January.  
Mahmud Mamayusupov (M) is starting mid-February as a full time practice pharmacist to work alongside Henrietta Cresswell.  
Both of these posts are to work collaboratively with Dr Solway and Dr Malick at the little Orchard St practice.

**Nurse Practitioner and Nursing team**

Kate Allen goes on maternity leave at the end of February and Ann Murray will work 30 hours a week on the Bank to cover her. Ann is an experienced practice nurse with respiratory skills.  
It is hoped that Nasima, the new nurse practitioner, will start work on 24th January.

**Reception and Admin**

The practice is currently recruiting 4 posts covering a variety of hours across the week. This is to replace Denise, Katie Woodward and Poppy. Post 4 is potentially a shared one with Dr Solway and Dr Malick

	Monday	Tuesday	Wednesday	Thursday	Friday
Post 1	0800 - 1400	0800 - 1300	0700 - 1300		1400 - 1830
Post 2	1600 - 1830		0800 - 1400		1400 - 1830
Post 3			0800 - 1830	1300 - 1900	0800 - 1500
Post 4	1230 - 1830	1400 - 1930	0830 - 1630	0830 - 1630	0900 - 1830

The Practice is looking at the workload in the medical secretary team to establish what additional hours are required in this team as well as what level of leadership is needed.

### **Practice update**

The Diabetes information evening was very successful and the Practice intends to repeat this for other diabetic patients. TP had attended the first meeting and gave a very positive feedback, saying that useful information had been given out. TP is also a member of the Diabetes UK Support group which raises awareness of the condition, and raises funds to help them function. JG offered help from the PPG if it was needed at the Practice diabetic meetings.

Wi-Fi is due to be installed at the end of February

Parking Eye. The estimated installation date for this is April 2018, and the time slot will be set for 90 minutes. Advance warning notices will go up prior to the camera installation.

In answer to a question from SM, JK said that the Practice needs to fully understand the whole process so that it can be sensitive to the individual patient delays and avoid the more vulnerable patients being unfairly treated.

Care Navigators. The next training is in February and Michelle will ensure all reception staff get booked onto this and subsequent sessions. In answer to a question from JH, RH said that the training would enhance the skill set of the staff which would enable them to better deal with patient queries.

### **5. Missed appointments. Rachel Helliar**

250 in December

Patients who miss appointments with nurses receive the same DNA letters as those that miss GP appointments.

JG suggested that there should be a breakdown of DNA's into clinician groups, including the paramedics, so that patterns of patient behaviour might be better understood and targeted. RH

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

#### **Complaints**

There were 4 complaints in December. They comprised 2 about clinical treatment, one about practice management, and one about the booking of an appointment. Three of these complaints have been finalised and upheld, and one has been referred to The Ombudsman.

RH and KS outlined the complaint processes for written complaint letters and for complaints made on the Practice forms. They aim to respond immediately with a holding letter as per protocol, and to have finalised the complaint process within 2 weeks wherever possible. They also outlined the process where the Ombudsman is involved.

#### **Praise**

There were 4 written letters /forms giving praise to members of staff, and one verbal comment to a clinician.

### **7. Next Health Education Event**

AW said that JH is willing to organise the next Event which could be held on May 24<sup>th</sup>. The PPG agreed to have an informal meeting to discuss this on Wednesday 7<sup>th</sup> February at 1.30pm in TRMC meeting room. RH

### **8. AOB**

- **One Life.** SM said that Ben Jackson of One Life is willing to give a talk to the PPG. JK commented that One Life already runs a 'smoking cessation' clinic at the Practice. TP has experience of their weight management programme, and will feed back information to a future meeting. TP  
AW  
The meeting decided to invite Ben to their next meeting.
- **CCG travel expenses.** AW explained that the CCG will reimburse travel expenses for PPG members attending CCG meetings. Mileage will be reimbursed at 47p per mile. Bus and train travel would also be covered. Expenses should be claimed via Lois Bull using the 'Non-staff expenses claim form'.
- **Ipswich/Colchester NHS Trust merger.** JP said that 3 Felixstowe PPG'S are joining together for a presentation on the forthcoming merger, and suggested it might be a good idea for TRMC PPG to follow suit. LC commented that the programme to inform patients about the merger is underway and the meeting in Felixstowe is probably part of this. JP and LC to find out more. JP/LC
- **GP+.** In answer to a question from SG, the meeting was informed by RH that a patient can request an appointment from GP+. The patient needs to ask the TRMC reception to make the appointment for them.

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

Tuesday March 6<sup>th</sup> 2018

Tuesday May 1<sup>st</sup> 2018 AGM

Tuesday July 3<sup>rd</sup> 2018