

# **TWO RIVERS MEDICAL CENTRE, IPSWICH**

## **PATIENT PARTICIPATION GROUP (PPG)**

Minutes of the meeting held on Tuesday January 8<sup>th</sup> at 2.30pm at TRMC

### **Present:**

Anne Walker (AW), Jo Hutchinson (JH), Jenny Pickering (JP), Jean Garnham (JG), Angela Harvey (AH), Graham Smith (GS), Sally Gardiner (SG), Sue Hayes (SH), Pippa Sheldrake (PS) John Morgan (JM) Rachel Helliar (RH) Jess Gaskell (Jess G) Dr Knight (JK),

### **1. Apologies:**

Dr Ayesha Zahra

### **2. Minutes of meeting held on 5.11.19**

These minutes were signed as correct by AW.

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

- Staff shortage notice. Jess G reported that this has now been printed and is in use.
- Timing of future meetings. Following discussion, it was decided that times for meetings for this year would be as at 'Dates of future meetings' at the end of these Minutes.
- Production of graphs. AW thanked RH for producing the graphs in line and block format. JM said that the graphs should show the clearest way to spot a trend. AW asked the members to email her with their preferences. **ALL MEMBERS**
- PPG virtual group mentioned on website. JessG said mention of this has been removed and RH commented that the website may soon be going on to a new platform. AW agreed to write a new article about the PPG for the existing website. **AW**
- Healthcare review letter. JessG has already changed the wording. JP commented that the CCG are reviewing the wording of the 'common' letters sent out by GP Practices.
- Flu clinic phone message. Mention of the flu clinic dates has been taken off the telephone answering system. JessG will remove it from the website. **Done**

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

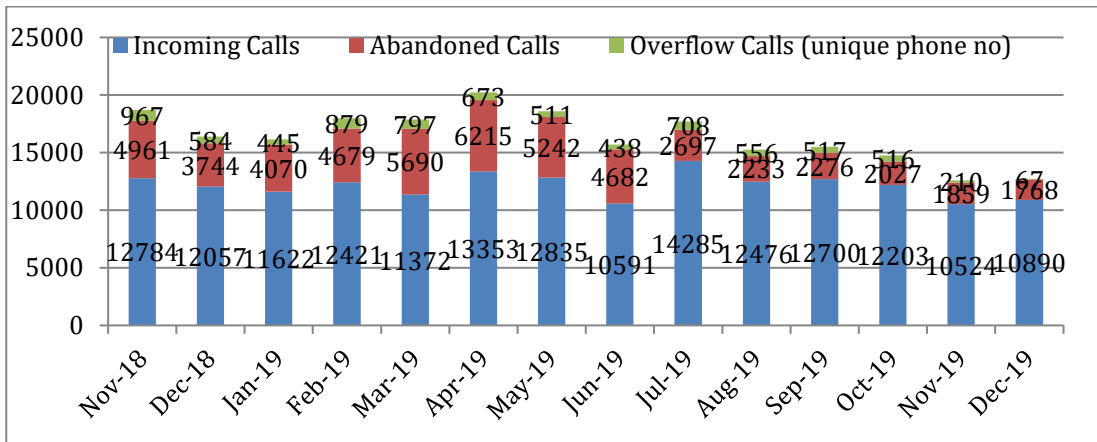
#### **Jess Gaskell.**

AW notified the meeting that Jess is leaving the practice to take up a more senior role in another surgery. AW thanked Jess on behalf of all the PPG members, for her excellent work for the Surgery and her support of the PPG.

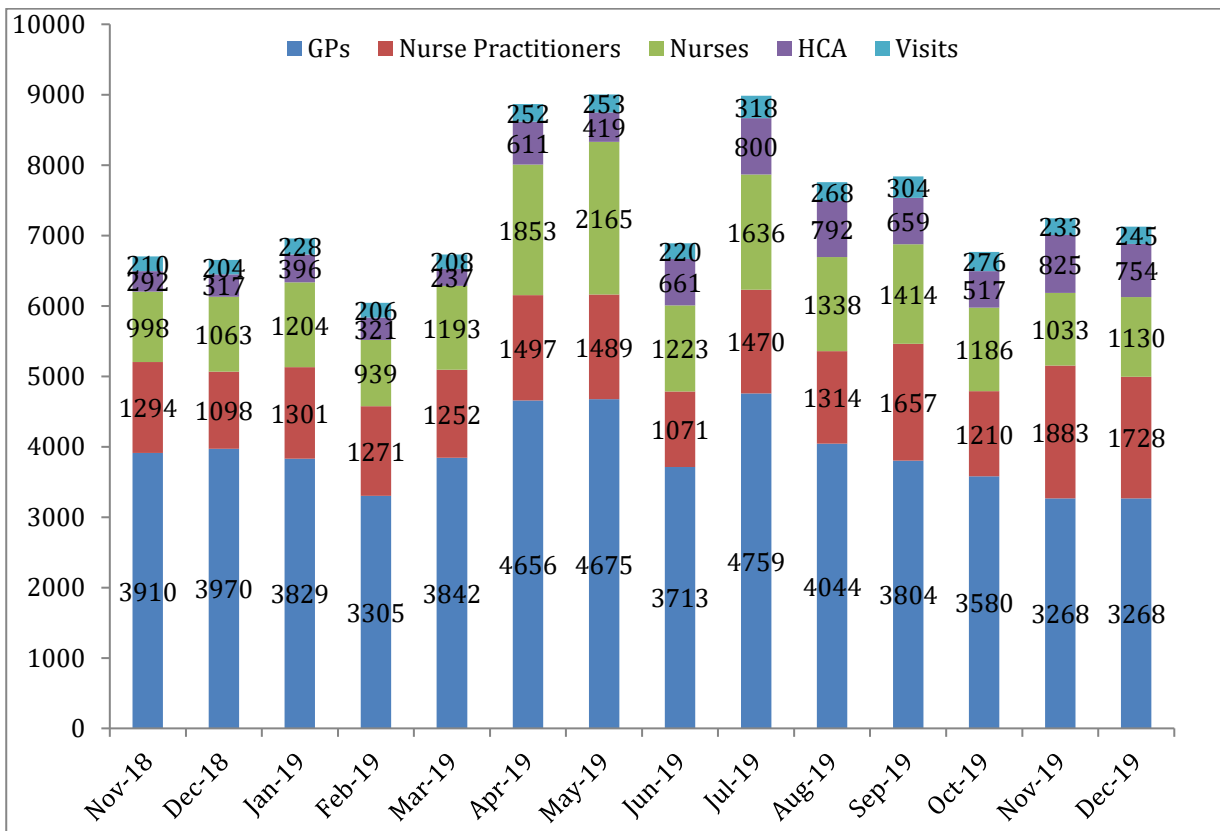
Jess' last day is 24th January. TRMC is to advertise for a full time Senior receptionist as well as a Deputy Operations manager to support RH.

#### **Incoming Telephone Calls**

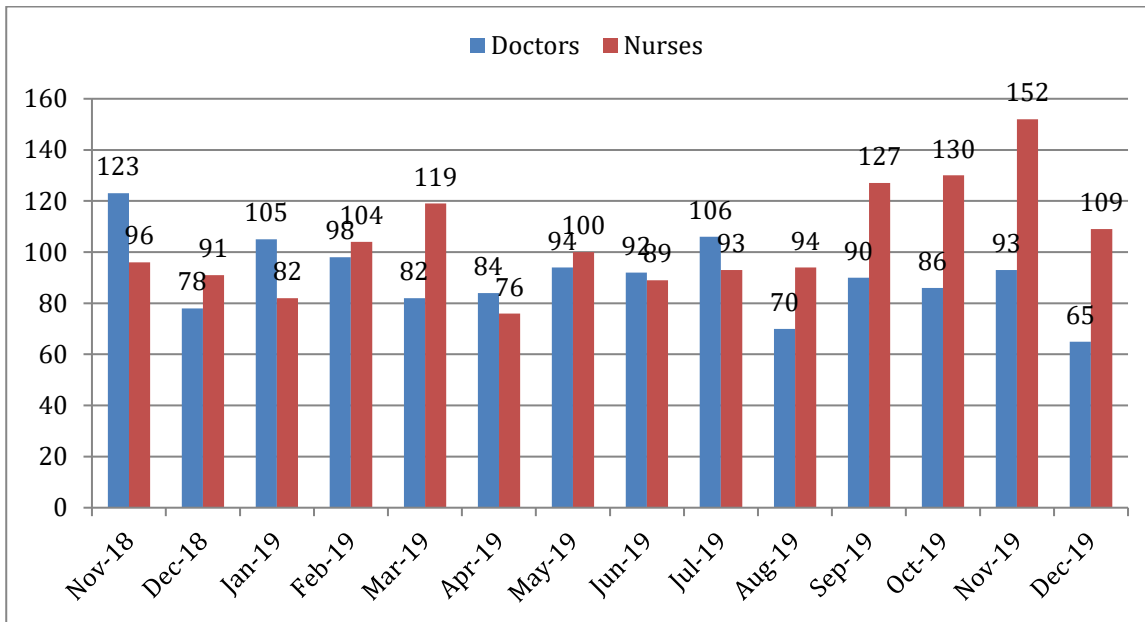
On 5 May 2019 TRMC increased the telephone call queue length to 40 calls to see if that reduced the volume of overflow calls, which it has, in order to give a better service to patients.



## Appointments

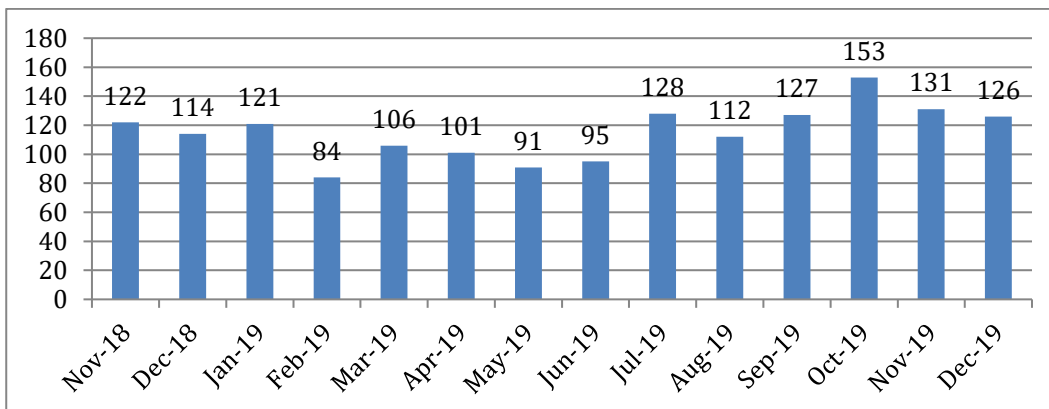


## DNA Appointments



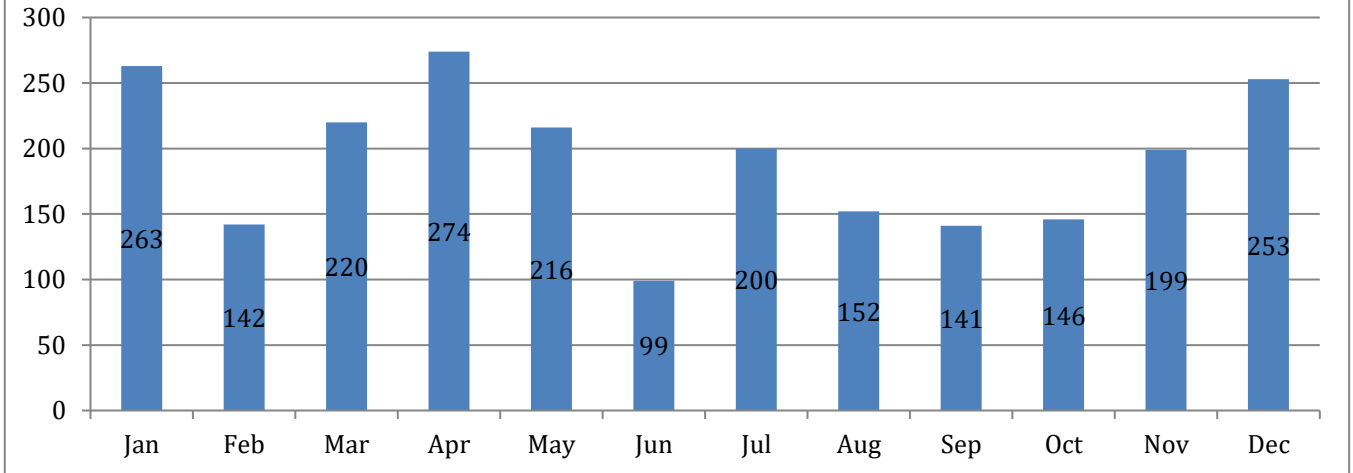
RH commented that Dr Ayesha thinks the above figures back up the Practice policy of having more 'On the Day' appointments available. The split with routine appointments is now 50:50. JessG said that the reception team are more lenient about giving out 'On the day' appointments if there are plenty of those slots and fewer routine appointments available.

### Parking Eye: Number of fines issued



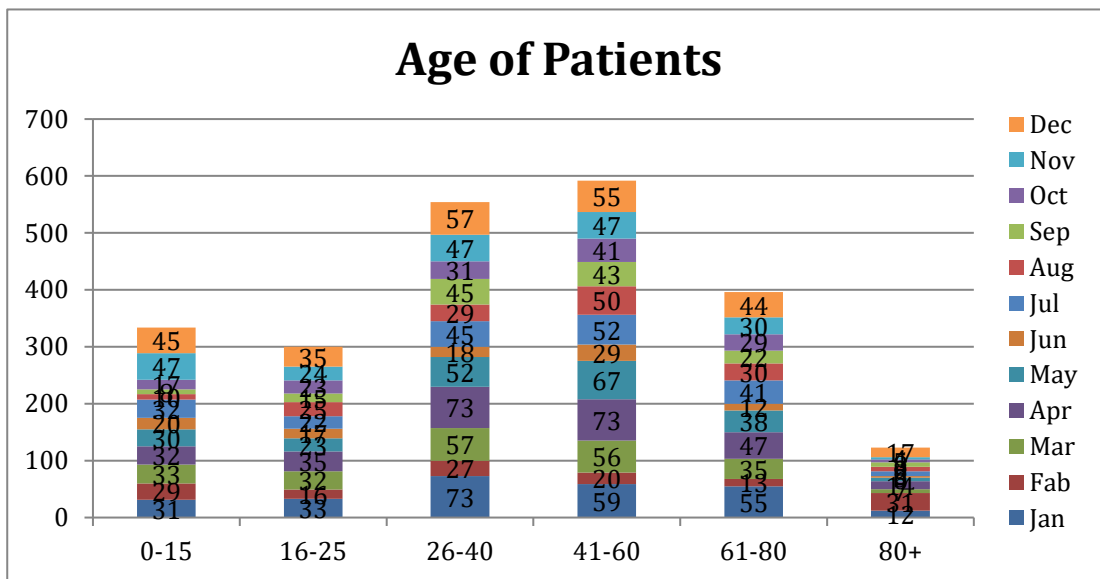
### Care Navigation

## Use of Care Navigation Template



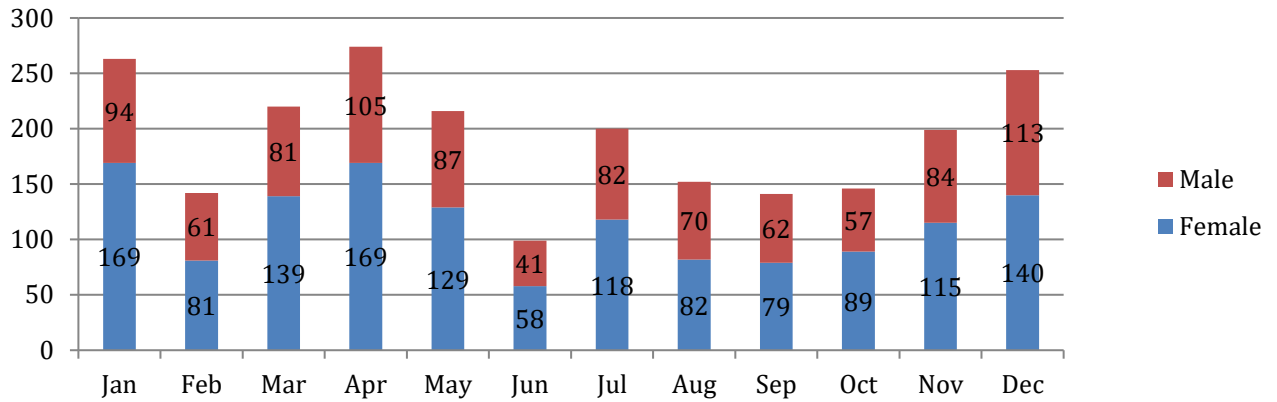
JessG said she has recently reminded her team about accurate recording of their Care Navigation interactions. This has had a positive result on the numbers recorded, December figures showed an increase in referrals to the clinical pharmacists in the absence of some GP's.

## Age of patients referred



## Gender of patients referred

## Sex of Patients



### Internal Signposting

	TOTAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Clinical Pharmacist	29	7	2	2	4	4	0	2	2	3	0	0	3
GP	84	29	9	7	6	7	0	4	2	6	1	2	11
GP+	831	45	36	97	134	89	45	54	61	58	55	64	93
Midwife	12	1	0	0	1	0	0	0	2	0	2	3	3
Nurse Practitioner	326	78	41	43	19	28	0	64	4	9	2	18	20
Nurse	24	1	2	1	5	1	0	1	3	0	3	4	3
Social Prescribing	9	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	2	0	2	4

### External Signposting

	TOTAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
A&E	148	8	7	9	13	11	2	18	17	10	17	15	21
Age UK	1			1									
Audiology Service	8		1	2	3				1				1
Citizens Advice	1							1					
Contraception, Sexual Health	46	1		10	4	8	4	1	4	3	6	3	2
Dementia Support	2		1					1					
Dentist	23	5		3	4		2	2		2		1	4
Mental Health	24	1	1	2	3		2	1		1	1	7	5
Optician	21	5		3	4		2	2		1	1	4	2
Pharmacy	378	26	17	26	47	33	18	29	32	20	30	40	60
Self-Management	43	3	3	3	2	4	4	3	3	6	3	6	3

Smoking Cessation	13		2		2	1	1	1			3	3	
Social Services	6	1				1		1	1	1			1
Turning Point	4	1	2										1
Weight Management	65	4	3	5	5	8	5	5	8	1	12	7	2

## STAFFING UPDATE

### Other clinical staff

A new paramedic joins the TRMC team on 14th January working 30 hours a week over 4 days.

### Nurse Practitioner and Nursing Team

A new phlebotomist started on 7th January working 16 hours a week.

A new full time Practice Nurse begins work in February 2020.

### Reception and Admin

Two members of the reception team were successful with their applications to join the admin team and their hours have been replaced in reception. A previous member of the admin team has returned to TRMC initially on a 3 month bank contract supporting the team and training the new staff.

Two new reception team members began work in December and the beginning of January.

### 6. Complaints and praise

RH guided the meeting through the complaints and praise received by the Practice since the November meeting.

### 7. Update on reporting of significant events. JK

JK said that there is a process whereby a 'significant event reporting' form is filled in by any member of staff witnessing or involved in a significant event. These events are discussed at quarterly meetings attended by representatives from each Practice department. Recommendations are made which sometimes lead to teaching sessions or changes of protocol/process. If necessary, when a patient is involved, they will be notified of the outcome. Anonymous examples were given.

### 8. Continuity of care update. AZ

In AZ's absence, it was decided to hold this update over until the March PPG meeting. JK said that TRMC now has sole medical responsibility for several local nursing homes.

**AZ**

### 9. Active Wellbeing service. GS and JM

GS and JM outlined the salient points of the meeting they had attended (notes already circulated). They both voiced concerns about the apparent lack of patient feedback, and associated financial sustainability issues.

JM, AH and SH will attend the next meeting on 11<sup>th</sup> March and **JM** will report back to the PPG.

### 10. PPG £ Initiative

AW gave an update and thanked JessG for her help in preparing stats for the “End of Grant” report to the CCG due at the end of January.. AW said that there had been no report from Sports Med East, including no feedback from patients. SH and JH both said that the provider should be doing the work rather than the PPG. JH commented on how much work AW had had to do in order to keep the initiative moving forward. JH suggested that much responsibility should rest with the fund holder to give more guidance within the original proposal document for the set up of new services. This would help to ensure that providers had more idea of the process involved, and the outcome measures needed, JM will take this forward to the next meeting of the Active Wellbeing Service and AW will contact Maddy Baker Woods (CCG) about the issue. AW will also contact Dave Williams (SME) in order to finalise the report for the CCG. **AW and JM**

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

Already covered in Practice report

### **12. Health Event April 2<sup>nd</sup> (JH)**

JH outlined the idea of having a ‘Women’s Health’ Education event at the Practice on April 2<sup>nd</sup> starting at 2pm. The PPG working party of JH, AH, JG, JP and SG will meet on Tuesday 14<sup>th</sup> January at TRMC. JH to contact Sal Roberts **JH**

### **12. AOB**

- JP outlined the new ‘Patient portal ‘ set up for the ESNE Trust. Leaflets were distributed to members. JK asked JP to get a screen shot for the TRMC waiting room screens. **JP**

### **Dates of future meetings: Please note timings.**

Tuesday March 3<sup>rd</sup> 2020 at **2pm**  
Tuesday May 5<sup>th</sup> 2020 at **6.30pm AGM**  
Tuesday July 7<sup>th</sup> 2020 at **6.30pm**

**JH 8.1.2020**

