

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

Minutes of the Meeting held on Tuesday March 1st 2016
at Woodbridge Road surgery

Present:

Anne Walker (AW), Jo Hutchinson (JH), Sue Hayes (SH), Jenny Pickering (JP), Geoff Sheppard (GS), Crys Rapley (CR), Gill Lewis (GL), Dr Knight (JK), Dr Smith (KS)
Mark Cousins(MC), Amanda Harrington (AJH).

1. Apologies:

Jean Garnham, Sally Gardiner

2. Minutes of meeting held on 5.1.16

These were signed as correct by AW.

3. Matters Arising:

January 2016 Minutes are now available online. All members present agreed that they are happy for their name to be on the online minutes.

4. Practice Report , given by JK, AJH and MC

- 3 new receptionists and 2 secretaries have joined the Practice.
- A new full time administrator will be joining in March.
- The Clinical Pharmacist has begun working, initially for one day per week, but this will rise to a 3-day week from April.
- Helen Osborn has been promoted to deputy Operations Manager
- There are currently 2 short term locum GP's.
- A new Doctor will join TRMC on a 5 sessions per week basis in May.
- Drs Bethell and Leichenko have now left The Practice.

5. Patient access to coded records

AW, JH, GL and JP have access to their online coded records.

There was much discussion on the subject.

- AW asked whether 'notification of GP transfer' (informing patients of their named GP) had actually been done. GL suggested that this does have to be done in some form. MC said the purpose is to allocate work equally between all the GP's, but this does not affect a patient's ability to consult with any GP of their choice.
- MC said that the Practice now has to offer all new patients access to their online records.
- AW pointed out that the coded records only show limited information and no clinical notes.
- In answer to a query from JH about confidentiality of online records, MC said that he is able to see all staff activity on patient online records.
- JH asked for clarification about which test results were going to be put online, and whether they would have first been screened by the GP, as she thought this could

potentially lead to unnecessary patient stress and increased workload for the Practice.

For clarification JK

- MC offered to find a patient FAQ leaflet that could be put on the website to help patients understand the 'Online Services Records Access' better MC
- AW encouraged PPG members who had not already done so, to get online and check out the new facility. Nearly 30% of all patients do have online access to book appointments etc. which is excellent.

6. Missed appointments, (DNA's)

MC reported that there had been a total of 456 DNA's at the Practice during February alone, wasting a total of 101 clinical hours. Of these, 261 were GP appointments, wasting 44 hours of valuable consulting time.

JK said that he had put a screen shot on the waiting room screen last month in an effort to cut down the number of missed appointments.

JH said there was a facility on the online patient records notifying the patient of a missed appointment.

KS asked if routine missed appointment letters are being sent out. AJH will check AJH

MC will provide the DNA figures at each PPG meeting, and also identify the percentages of appointments missed MC

MC also said he would ensure setting up a regular date for the content of the waiting room screen. MC

7. New Surgery, including Pharmacy update, by JK

The new building is still on schedule, and there was a recent 'topping out' ceremony organised by the Developers which was covered by the EADT.

The internal plastering is nearly finished, and some of the outer rendering has been done.

JK will organise a visit for the PPG before the next meeting. JK

The move to the new premises will start on the 27th June, and will take ten days.

Car Parking – MC has begun talks with a company which manages car parks. It would take images of car registration numbers as they enter and leave the premises. Staff would have exemption, but patients would have set parking times for their visit, after which they would be fined.

There is no news about the proposed Pharmacy.

8. Open meeting; timing, advertising, format, speakers

Confirmed as Tuesday May 3rd at Kesgrave Community Hall.

The AGM will start at 6pm, and finish promptly at 7pm. The Open Evening will be from 7.30pm -9pm.

MC said that Louise Hardwick from the CCG is keen to attend and wants to promote patient education and CCG links with the PPG.

After general discussion it was decided that the meeting would take the form of a 'drop in' meeting, with no formal speakers, and no refreshments.

Plans of the new medical centre will be displayed and staff will be on hand to explain.

A flyer will be designed to promote event to staff and patients.

Compiled 4.3.16 by JK

Members of the PPG would have name badges and be on hand to talk to patients.

Promotion of the event would be done via the waiting room TV screen, the Practice website and by email to patients,

PPG offered help wherever necessary.

In response to a query from JP, AJH will contact Health- Watch Suffolk to see if they would like to take part to help promote delivery of the service the Practice provides to local people.

AJH

SH said there would need to be a board outside the Kesgrave Community Hall to identify for patients which room the meeting was to be in.

Action; **MC, JK and AJH**

9. Complaints and Praise

KS said that the Practice had received one letter of praise and 10 written complaints since the last meeting. All these have been dealt with and closed.

The NHS Choices complaints have not yet been dealt with as there has been problems accessing the website.

KS

JK commented that this website was not the appropriate forum for patients to air their grievances, and they will be asked to put their complaints through the formal 'complaint handling channel'.

AJH said that she has organised formal training on customer service and conflict resolution for reception staff next month.

GS asked if the reception staff ever criticise patients' behaviour as he had witnessed unfair patient discontent at reception recently. AJH said they do sometimes complain.

Zero tolerance notices have been put up to prevent abuse of staff.

AJH said she is promoting the 'friends and family test' in order to promote improved satisfaction ratings.

10. Applications to join the PPG

AW reported that several patients have recently come forward wishing to be on the PPG. They have been told that the current restriction on the size of the Group is partly due to the size of the meeting room available, and they have been invited to attend the Open Evening in May.

AW said that with the PPG AGM coming up soon if any of the current PPG members feel that they would like to stand down from the committee, then this would be an appropriate time to do so.

AW said that she and JH are willing to continue their roles for a further year if the Group wants them to.

11. NAPP update, already circulated

12. AOB

- GS asked whether the new premises would have any security cover for the staff. JK said that there will be cameras and alarms, but that perhaps he needed to ask the police for advice as well.
- AH asked whether the Fire Service had been notified about the new building. MC said that the Developers had already done that.
- JK said that the CQC team are in Suffolk this month but have not yet contacted the Practice. GL said that Two Rivers could justifiably get the CQC inspection postponed until after the merger if necessary, and that there is just 30% weighting on the actual Practice visit. JK commented that the PPG minutes would be a useful resource for

the Practice's CQC presentation, and that the CQC would probably want to speak to a representative of the Two Rivers PPG.

- JP told the meeting about a recent 'Cancer locality' meeting she had attended. Apparently there is a plan to have pre-sealed packs of drugs put in the home of terminally ill patients, so that there are no delays getting pain control to the patient when necessary.

Dates of future meetings:

Tuesday May 3rd **6pm at Kesgrave Community Centre.**

Tuesday July 5th at 7pm.

Tuesday September 6th at 7.00pm

Jo Hutchinson
4.3.16