

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

Minutes of the AGM held on Tuesday May 7<sup>th</sup> at TRMC at 6.30pm

**Present:**

Anne Walker (AW), Jo Hutchinson (JH), Jenny Pickering (JP), Jean Garnham (JG), Pippa Sheldrake (PS), Angela Harvey (AH), Sally Gardiner (SG), Bernadette Smith (BS), Jonathan Knight (JK), Rachel Helliar (RH) Jess Gaskell (JessG)

**AW welcomed Graham Smith to the meeting as an observer.**

**1. Apologies:**

Dr Smith and Sue Hayes

**2. Minutes of meeting held on March 5<sup>th</sup> 2019**

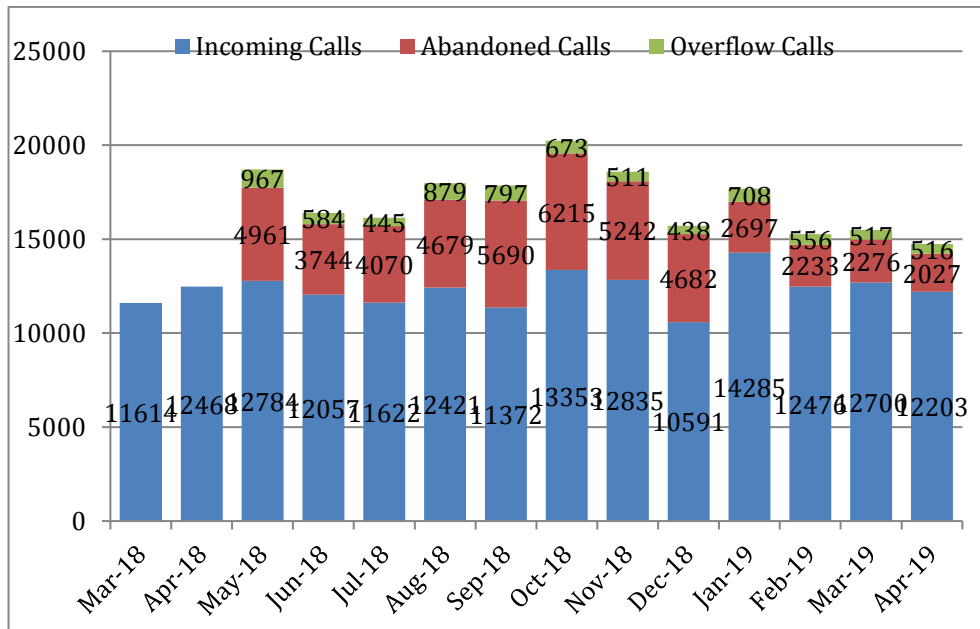
These were signed as correct by AW.

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

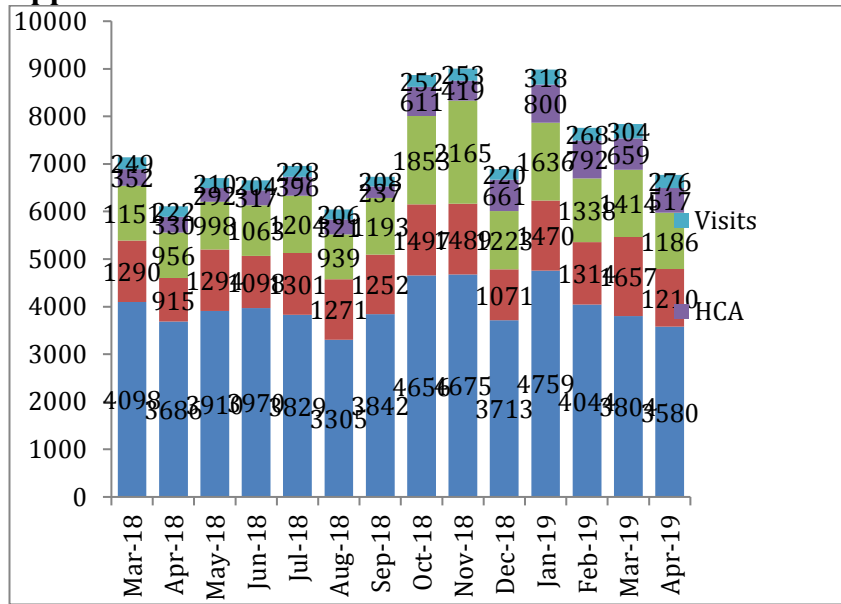
- Patient information leaflet has been updated by Jess G, but is not yet in use. This is because the patient telephone message needs updating by JK so that Care Navigation and Social prescribing can be properly rolled out and the Receptionists can officially become Care Navigators and wear their new badges. JK/RH
- Website video to facilitate patient online booking. Not yet implemented. RH

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

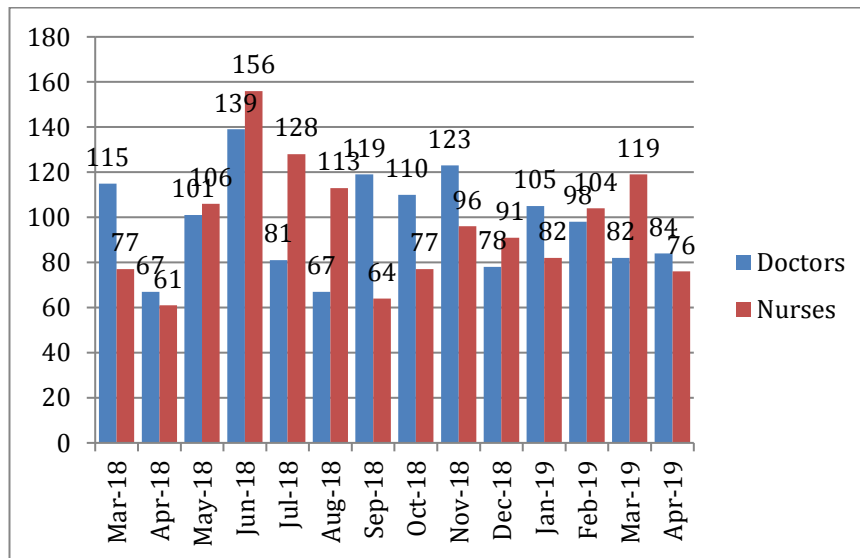
**Incoming Telephone Calls**



## Appointments



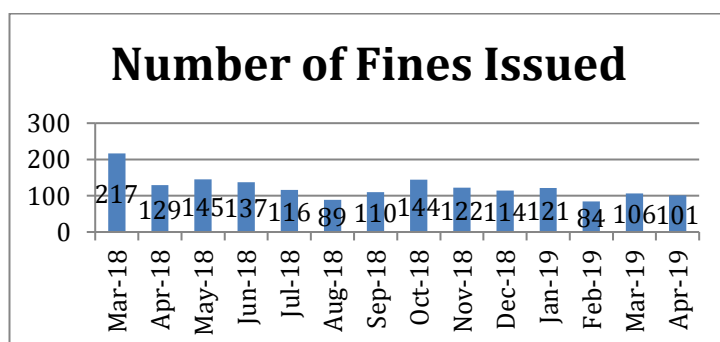
## DNA Appointments



## DNA Letters sent

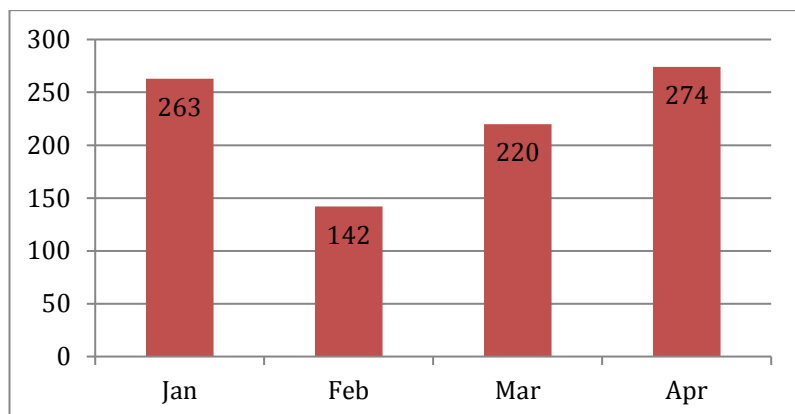
TRMC has suspended sending out DNA letters since Nov 2018 due to the staffing time involved in generating them. The DNA figures were reviewed in last month's team leaders' meeting and it was agreed that there had been no significant impact since stopping the letters. Patients continue to receive a DNA text message

## Parking Eye

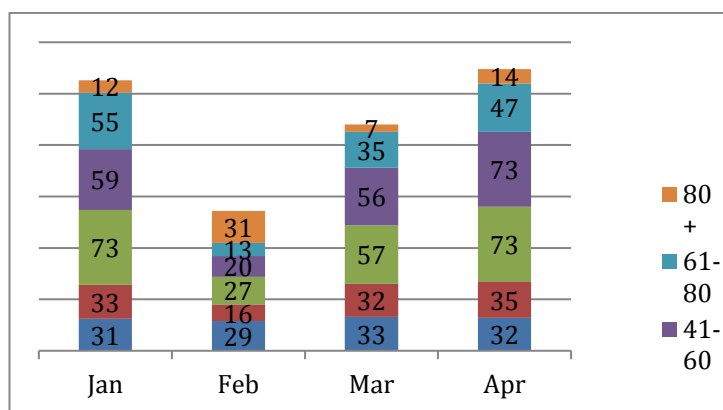


## CARE NAVIGATION

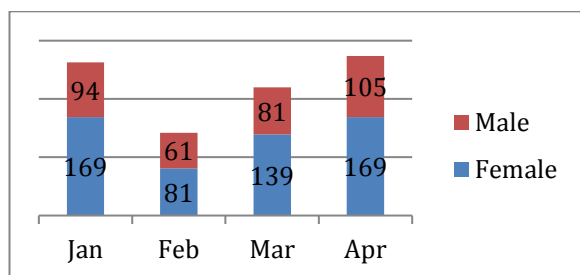
### Total Use of Care Navigation Template



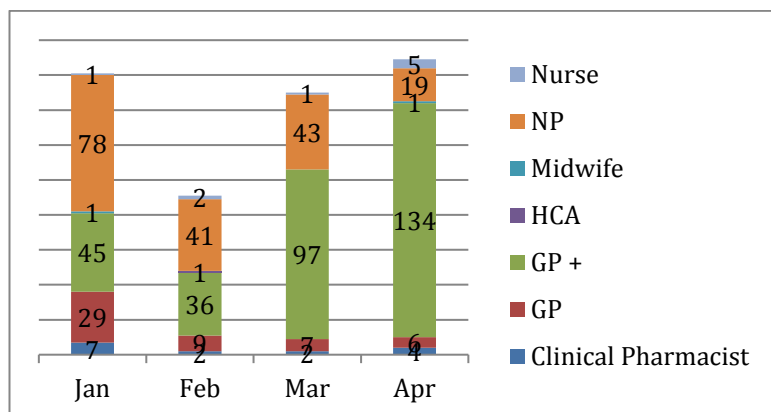
### Age of Patients



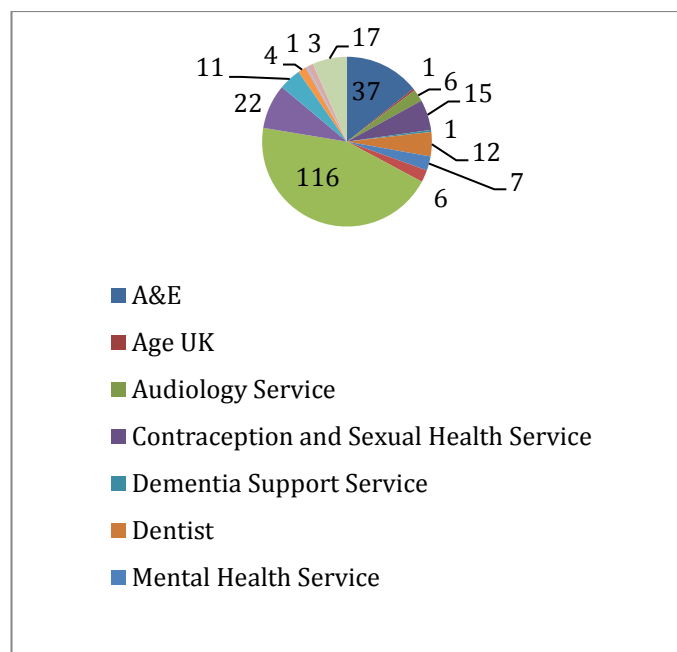
### Sex of Patients



### Signposting to Internal Services



## Signposting to External Services – Total since January 2019



## **STAFFING UPDATE**

### **Doctors**

TRMC are re-advertising for a Salaried GP. RH said that Dr Griffin has helped compile the advertisement.

### **Nurse Practitioner and Nursing Team**

A new HCA has been appointed. She is currently working in London and TRMC is waiting for her DBS check to be completed before TRMC can confirm a start date  
TRMC is offering a full time practice nurse post to a current student nurse who qualifies in June.  
TRMC is about to advertise for another Nurse Practitioner

### **Reception and Admin**

2 new staff have started work in reception

A medical secretary post has been offered to an experienced medical secretary and is due to start in June. She will also be doing some HCA hours once her DBS check is completed

## **PRACTICE UPDATE**

### **Social Prescribing**

Jess G is working through the list provided by JH. She has had replies from Onelife (stall 21.5.19), Activlives (stall week commencing 27.5.19), Turning Point, Suffolk Family Carers, and Driving Miss Daisy. After the organisation's first visit, each will let Jess G know if they would like to have a regular stall, and if so, how often.

Age UK found the recent stall useful and would like to attend bimonthly. Once dates for stalls are confirmed they will be announced to patients on the waiting room screens..

Jess G says feedback from any care navigation done by telephone has been mostly positive.

The PPG meeting expressed considerable concern about:

- Doctor's appointments. Generally there are not enough GP appointments available and it is impossible to get to see the same Doctor twice . RH commented that one of the problems is

that Bank GP's do not usually want to work Bank holidays, so compromising the number of appointments available at holiday periods. JK commented that shortage of appointments and the knock on effect to patients, is also very frustrating to the GP's. BS stressed that this could mean that diagnoses may be delayed to the detriment of the patient's health.

- JK said that TRMC doctor staffing is currently about average.
- In answer to SG, RH said that the Practice is still accepting new Patients and that not to do so would compromise other Practices in Ipswich. The population of Ipswich is steadily increasing.
- JK said that the Practice is mentoring GP trainees so hopefully some may decide to work at the Practice. Additionally, TRMC is the first in East Anglia to have an international GP student.
- RH said TRMC is continuing to recruit other clinicians to support the Practice GPs.

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

## **6. Complaints and praise. See above.**

AW commented that it is nice to see that the compliments (9) outnumber the complaints (4) since the last meeting.

## **7. Terms of Reference for the PPG**

The meeting agreed with the proposed amendments, and AW would email them out. **Already done.**

## **8. Annual report.**

There were no comments.

## **9. PPG £ Initiative**

AW reported that the first group was working well.

The second group needs a few more patients and that more patients are needed for a 3<sup>rd</sup> group. AW said that she and Dave Williams were trying to keep it on track. AW cannot step back until the Practice takes ownership of the initiative. Her emails were often ignored and valuable time was being lost. AW said that at the end of the 12 months she has to report back to the CCG on the success (or otherwise ) of their investment.

RH offered to take ownership and talk to Rachel Shanks about contacting potential younger pre-diabetic patients, and also ask for help from Dr Skrinchuk. **RH**

## **10. Feedback from Focus Groups**

**Social prescribing-** JH said this had already been covered by Jess G in the practice report, and she added that in the light of current concerns about GP appointments, it was vital to move this project forward as fast as possible alongside patient education.

**Patient safety** – JK said that there are regular bi-monthly 'clinical incident' meetings for clinicians, and he will in future give the PPG a summary of each meeting. **JK**

**Patient Experience** SG expressed concern that there is sometimes only one member of the reception team at front desk. Jess G answered that they have been short staffed recently and that telephone calls need to be given priority in case of emergency so there are always staff in the back office dealing with calls. New staff are currently being trained.

Generally the PPG meeting felt that the working groups could possibly be reformed later this year if necessary.

## **11. Action points for the coming year to include:**

- Establishing a rota for visiting social prescribing groups/self help organisations. Already being done by Jess G.

- Encouraging other clinicians to attend the PPG meetings. JK suggested asking Dr Griffin to talk to the PPG about his work as a salaried doctor and his interest in care homes, and learning disability care. AW will invite to the next meeting once JK has talked to Dr Griffin  
**JK/AW**
- Patient survey.  
AW suggested that the PPG could survey the patients face to face to find out how the Practice can best help and educate the patients better. She said that in order to improve the number of available GP appointments, it is important to get the care navigation system working, and for this to succeed, the patients may need a lot more education. JK and the meeting agreed. JG offered to do the rota, and AW/JH will compile some clear questions. Survey to be done at the end of June. Jess G to supply Care navigation/social prescribing leaflets to hand out to patients at the survey.  
**AW/JG/JH**

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

JK ,RH and PPG members thanked AW and JH for their work in the past year.

AW and JH were re-elected for the coming year unopposed.

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

Tuesday July 2<sup>nd</sup> 2019 **6.30pm**

Tuesday September 3<sup>rd</sup> 2019

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

Jo Hutchinson 11.5.19

