

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

Minutes of the Meeting held on Tuesday 5<sup>th</sup> January 2016

## **Present:**

### **Members**

Anne Walker (AW), Jo Hutchinson (JH), Sue Hayes (SH), Sally Gardiner (SG), Jenny Pickering (JP), Geoff Sheppard (GS), Crys Rapley (CR), Gill Lewis (GL), Tom Tyler (TT),

### **Staff**

Dr Knight (JK), Mark Cousins(MK), Amanda Harrington (AMH)

AW introduced AMH to the meeting. From January 11th she will be Operations Manager for the Two Rivers Medical Centre, and will initially be based at the Lattice Barn branch.

## **1. Apologies:**

Jean Garnham, Angela Harvey, Dr Katie Smith

## **2. Minutes of meeting held on 3-11-15**

These were signed as correct by Anne Walker.

## **3. Matters Arising:**

None

## **4. Practice Report , given by JK**

- The Practice had experienced a very busy period in the last 2 months.
- Amanda Harrington has been appointed as Operations Manager.
- One secretary has left and 2 have been appointed.
- Interviews have been held to appoint a Paramedic as a Visiting Clinician. This would save on clinical time for the Doctors. After initial training the person would be under the supervision of a Doctor.
- Post of Practice Based Clinical Pharmacist is to be advertised.
- Reception issues. 2 further, verbal, complaints about reception staff at LBS. MC commented that in the new medical Centre dedicated telephonists would answer all calls. AMH suggested that in future calls may be recorded for “training purposes”. AW said that members of the PPG would be willing to help with Receptionist training if needed.
- Dr Leichenko is leaving the Practice at the end of January.
- There were 176 applications for 3 part time receptionist positions.

## **5. Missed appointments (DNA's)**

MC reported that there had been 171 missed GP appointments during December. There was considerable discussion as to the reasons for this:

- GL feels that at her Practice (Chesterfield Drive) it is the younger patients who are more likely to offend, and the Practice tries to check correct mobile numbers for text reminders.
- CR was concerned whether dementia patients are being adequately reminded about their appointments.

- TT suggested that some of the wasted time probably helped the clinicians catch up on their admin, but MC said that the large numbers of DNA's was a financial drain on the Practice.
- JK will ensure that a new notice about DNA's will be put on the waiting room screen.  
(actioned 6.1.16)

## **6. New Surgery, including Pharmacy update**

The schedule may be about a week behind but this would be caught up quickly. The under-floor heating is currently being installed.

There is another design meeting next week. PPG members' comments on the colour scheme (from the last meeting) have been passed to the design team.

Two local artists have been commissioned for external and internal artwork. JK will let us know the names.

A PPG visit to the new site may be towards the end of February when the building will be weather tight .

Pharmacy – no new information is available.

## **7. Open Meeting, funding and venue**

Following discussion it was decided that the AGM should be held at Kesgrave Community Centre prior to an open meeting. This would enable staff and patients to learn about the move, and also about the work of the PPG. It would include an introduction to the Practice Team, and the facility for patients to ask questions. There would be an A4 information leaflet available for patients.

The meeting would be informal. Staff and patients could drop in at any time during the evening of May 3<sup>rd</sup> 2016.

The meeting agreed that a room should be booked in the Kesgrave Community Centre.

(actioned 6.1.16)

## **8. Update on Recommendations by PPG working party on potential inclusions in new surgery.**

Most of the recommendations have been covered already.

JK acknowledged the good work done by the working party.

## **9. Complaints and Praise**

There had been a total of 16 complaints across both surgeries, all except one were written complaints, and all had been investigated and dealt with.

The decision taken by the Practice to ask some patients to register with other surgeries because they live too far away from the Practice, had led to some complaints. The decision had been taken because a GP could not always get to more distant homes in an appropriate time for emergency treatment. It was acknowledged that this should have been handled better. All affected patients had been written to a second time to explain further.

## **10. NAPP update, already circulated.**

## **11. AOB**

- AW asked if she would be needed to sign the annual NHS template report, and if so, whether the Practice intended to do a patient survey in order to comply with the NHS

requirements. JK said this is no longer a requirement and that they would be using the 'Friends and Family' data this year as evidence of consultation with patients. The Minutes of the PPG meetings would show the consultation process with the PPG.

- Members were in favour of putting the meeting minutes on the website as this would show the Practice is consulting with the PPG.
- AW thanked the PPG volunteers who had helped at all the recent flu clinics, and reported that £608 had been raised for St Elizabeth Hospice.
- CR had been asked by elderly patients about the shingles vaccine. JK explained it was available on a rolling programme to the over 70's, and MC said that it is cheaper to prevent the disease than to treat it.

**Dates of future meetings:**

Tuesday March 1<sup>st</sup>, at Woodbridge Rd Surgery (7.00pm)

Tuesday May 3<sup>rd</sup>, at Kesgrave Community Centre. **AGM at 6.00pm** followed by an Open Meeting

Tuesday July 5<sup>th</sup>

Jo Hutchinson

7.1.16