



Minutes: Patient Participation Group (PPG)

Thursday 5th February 2015 6.30pm @ Speedwell Surgery

Apologies

Ms Dee Haigh (Patient) Ms Amanda Greaves (Patient) Miss Shabana Bi (Patient)

Those Present

Dr B K Jindal (Senior Partner at Speedwell Surgery) Dr S Nazir (Partner at Speedwell Surgery) Susan Lewis (Practice Manager, Minute Taker) Mr John Bostock (Chair, Patient) Mr Graham Purnell (Patient) Mr Simon Haigh (Patient)

Minutes of the last meeting: Thursday 12th June 2014

These were read as a true and accurate record

Introductions

Mr Bostock welcomed our newest member to the group, Mr Simon Haigh, and everyone introduced themselves

Any Other Business

Mr Purnell wanted to raise a point in that the waiting time at Longwood was sometimes over ¾ hours to see the GP, and it was suggested that when this was the case, the reception staff should inform patients of the waiting time situation.

This is also the case at times in Speedwell, Mr Haigh suggested that when these times occur maybe a text message could go out to those affected or the reception staff should keep patients well informed of the current waiting time situation so that they can make an informed decision to wait, make another appointment or maybe go and come back.

Action: Susan to feedback to the reception team

The practice accepted that at times surgeries did run late, and welcomed the feedback. Patients now have more complex problems which cannot be dealt with within a 10 minutes appointment. This may need to be changed in the future to 15 minute appointments. The demand on the practice has increased and Speedwell has a high population of children, increasing to about 120 births per annum, which adds to the demands.

News from the Practice

Friends and Family Test

The Department of Health has introduced a friends and family test in General Practice. This is a series of a few basic questions.

“We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

Tick box of: Extremely Likely, Likely, neither likely nor unlikely, unlikely, extremely unlikely, don't know

“Thinking about your response to this question, what is the main reason why you feel this way?”

Then answer some questions about age, gender and who you are in relation to the practice

The practice had received some responses and Susan feedback on the results. This would be a regular agenda item in the future

Refurbishment at Longwood

Longwood surgery is at present having all new vinyl flooring laid in all the clinical areas. This is to adhere to infection control regulations.

Speedwell Surgery is having a roofing specialist review the roof as we have a few problems with leakage when it rains.

System on Line, Appointments, and Prescriptions

Almost 900 patients have signed up for system on line for appointments and prescriptions.

Appointment System

From 1st March 2015, the surgery is going to have an on call GP each day. This will be an acute one stop surgery in a morning and night. The doctor will triage appointments, sign the prescriptions, allocate the visits and review the out of hour's activity. Each clinician will be supported by a PA to help them complete the days' work and help efficiency.

PPL Licence

Recently the surgery has been forced to pay a significant amount of money for a PPL licence (music) on top of the PRS licence (music) we already pay. Due to this the music on the telephone has been suspended until we find an alternative arrangement. The telephone company have an appointment with the surgery on Friday 6th February to help us with a workable solution.

NHS Choices

NHS choices are a website patients can add comments on to about their experiences/views of a practice. The practice reviews these comments as and when one is added. Unfortunately, the last few have not been very favourable to the surgery. Most of the reviews are anonymous which a disadvantage is because we would like to meet with them to discuss them, and then allow us to improve our services.

CQC (Care Quality Commission)

Within the next 18 months the surgery will be inspected by the CQC. As part of the inspection the CQC will ask the practice to invite members of our PPG Group in on the day, so they can talk to them about the surgery. Mr Bostock has volunteered already.

The Patient Participation Group

It has been very difficult to keep momentum going for these meetings as at the last minute members have had to cancel due to other commitments. It was suggested that we plan for the next 12 months, so members are clear when these meeting will occur. It was agreed to be the 1st Thursday in the month and occur every other month.

Action: Susan to plan next meeting dates