

Central Healthcare Centre
 Patient Participation Group
 Meeting Friday 19th May 2017 @ 10.00 am



Minutes

Present:	Jamie Barbi Ray Cleveland Tina Cleveland Graham Dunhill	Lyn Gibbs Dawn Jermany (part) Sandra Peppiatt (part)	Chris Smith Tony Waring
Apologies:	Val Cadmore	Sue Knight	

Item	Action
<p>1. Tina welcomed everyone to the meeting and explained that the agenda would be changed as Dawn cannot stay for the meeting.</p> <p>2. Dawn announced that CQC will be inspecting the practice on 31st May so she has to prepare lots of information to send to them by 23rd May. The inspection team will consist of a lead inspector, a GP, a specialist practice nurse and a Practice Manager. The five key areas they will be looking at are whether the practice is safe, effective, caring, responsive and clinically well led. They'll also be looking at the quality of care provided for all patients especially the elderly, those with a long term condition, children, the vulnerable and those with poor mental health and dementia. Dawn is preparing a timetable for the visit; Tina and Tony (PPG representatives) will be available in the afternoon to speak to the Inspectors. Before the inspection, patients need to be asked to complete a comment card for CQC. PPG members will be in the waiting room to help patients do this as follows: Monday – Tina (9.00 – 10.00) and Tony (10.00 – 11.00) Tuesday – Lyn (9.00 – 10.30) Wednesday – Graham (am or pm) Thursday – Chris (9.00 – 10.30) Friday - Sandra (11.00 -12.00) Once all the cards are completed these sessions will stop so please let volunteers know if they are no longer needed. Dawn will ensure pens are available.</p> <p>AP23/17 – Dawn will send PPG members a current list of services provided by the practice.</p> <p>From a patient perspective the three main issues will be around:</p> <ul style="list-style-type: none"> Lack of available appointments (examples provided of very ill patient being told no appointments available and patients arriving at practice at 8.00am and being told to phone next day as no appointments available) – <i>system one current IT restrictions are being discussed with Mike Swallow to identify best practices</i> Getting through on the phones (difficulties in getting through to try to book an appointment then being told no appointments left) – <i>investigations ongoing about installing extra lines due to cost implications</i> Lack of parking (parking congestion on Sussex Rd is a big issue with residents) – <i>pub next door allows patient parking for a minimal fee.</i> <p>Dawn will provide feedback to the PPG following the CQC inspection.</p> <p>3. Following the amalgamation of FHC and CS PPGs a convenient day and time to hold meetings had to be agreed. This involved several discussions as</p>	Dawn

unfortunately, no time suited all of the members. As a result a decision was made to convene on a Friday morning when the majority of members could attend, including the Practice Manager. Two members who could not attend at this time were asked to become virtual members. One of these has now made an official complaint to the PPG as they feel they have been discriminated against. Tina apologised for any upset or distress caused but the procedure was in no way discriminate as another member was asked at the same time to become a virtual member. As we are all volunteers, and as the number of committee members has reduced recently for various reasons, it was agreed that the day and time of future meetings would be reviewed. All members present were asked to complete a form showing their availability to attend meetings. These slips were passed to Dawn (Practice Manager) for collation and she will advise PPG of the outcome. Dawn and Sandra left the meeting.

4. Review of the actions points:

- AP13/16 – C/F, this will be discussed between Dawn and Tina after the CQC visit.
- AP10/17 - Cleared. Currently at 10% so although slightly improved still needs promotion.
- AP16 & 17/17 - Cleared
- AP18/17 – C/F, CCG have made a bid for Lottery Funding and, if successful will consider best way to promote the proposals for changing healthcare in the future to patients.
- AP19/17 – Cleared, Graham, Chris, Lyn & Tina volunteered to progress a CHC patient event if appropriate.
- AP20/17 – C/F
- AP21/17 – C/F, Graham will check with Rebecca Driver about the full review of DNA's that she was undertaking.
- AP22/17 – C/F.

5. Patient Event - a bank account has been set up (Tina & Lyn are joint signatories) to hold the money donated by the patients that take the paperback books from the waiting room bookcase. A/c currently holds £92.58. A patient mail shot is expensive so nothing will be organised until we decide how it can be publicised to enough patients to make such an event viable. Question of fundraising was considered, possibly holding a quiz night rather than selling raffle tickets etc.

AP 24/17 – Tina will discuss with Dawn about publicising an event or possible fundraising

Tina

6. PPG Awareness Week – To promote this, Tina, Chris, Graham & Tony will be in the waiting room on Monday 19th June between 9.00 – 11.00am. Tina will produce some advertising on a whiteboard for display in the waiting room and if allowed, refreshments will be served.

AP25/17 – Tina to confirm plans for 19th June with Dawn to ensure health & safety requirements are met etc.

Tina

7. Nurses Station – an issue was raised by a patient who was asked to make an appointment for a blood pressure review. They rang the nurse's station during specified time but no response as no person was manning the station. Very frustrating for patients when they can't get through or when they're told no appointments are available.

Perceived lack of appointments is the patients' biggest complaint and as a result, patients are leaving the practice. This is a big problem that needs looking into properly, so that the root cause can be identified and steps put in place to rectify the issue. PPG members agreed that the Service Development Group (SDG) set up at FHC was an excellent initiative that CHC should follow or, at the very least, undertake a problem solving exercise around appointments.

AP26/17 – Tina to ask Dawn about setting up a SDG or running a problem solving exercise

Tina

8. AOB:

- Elaine has resigned from the PPG so Tina, on behalf of the committee said she will be missed, and thanked her for all her hard work and support in the past
- On behalf of the practice, thirty copies of the 11th Ageless Opportunities Directory of Social Activities needs picking up from the Priory Centre on Tuesday 30th May between 10.00 – 12.00noon. Tony volunteered to do this.
- CCG asked the PPG to get involved in the ongoing parking issues in Sussex Rd so there is an article in today's Mercury. Unfortunately there is no answer as this is a public highway but some car owners (who may or may not be patients) don't park sensibly. Residents are very annoyed and have held meetings with local councillors about the problems. Dawn has arranged available car parking on the pub car park next door for a nominal fee and has told staff not to park on Sussex Rd. Following the new build at Shrublands only one doctor and one nurse from CHC will be located there so the Sussex Rd parking issues will not go away in the future.

9. Next Meeting – the date and time of the next meeting will be arranged once Dawn announces the preferred day and time for meetings to take place in the future.

Meeting closed 11.30