

Central Healthcare Centre
 Patient Participation Group
 Meeting Friday 13th October 2017 @ 10.00 am



Minutes

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

Item	Action
<p>1. Tina welcomed everyone to the meeting.</p> <p>2. Minutes from the meeting on 18th August 2017 were agreed as accurate. The action point log was reviewed and updated as follows: AP13/17 – C/F, draft leaflet produced but needs amending to include nurses & physiotherapist. AP21/17 – Cleared AP24/17 – Cleared AP28/17 – C/F, photos completed apart from one GP so these will be displayed. PPG photos required as per todays apologies. AP32/17 – C/F, nothing heard from Gavin so Tina will email him to check position. Members of the HE PPG Forum have been asked if they have any best practice on registering carers. AP34/17 – C/F, Dawn will chase up Mike for the latest figures for patients registering for online access at CHC.</p> <p>4. Practice Update:</p> <ul style="list-style-type: none"> • CQC will conduct a limited re-inspection on 18th October just looking at the four areas that were previously on a warning notice. A further full inspection will be carried out probably in February 2018. • NHS England congratulated the practice for the increase in the number of patients registering for online services and want to share the best practices employed by CHC to achieve roughly 10% increase in a few months. • Vinnie is back doing a phased return to work and it is hoped that the CHC gym will be up and running again soon. • Active Norfolk will be running an open evening at CHC on 19th October to sign patients up for eight weeks of free Fun & Fit activity classes. • BT engineers have started work to install Wi-Fi at the practice which will be available to staff and patients. • Dawn attended the first part of “Care Navigation” training. This will provide front line staff with the skills and confidence to give patients other options rather than just seeing someone at the practice e.g. pharmacist, podiatrist, physio etc. There will be a locality meeting next week to discuss and agree the six priority specialisms for Gorleston although the CCG will need to ensure sufficient services are available in the area to meet patient needs. • Richard, the CHC physiotherapist will be available all day each Monday for patients to refer themselves to see him. 	

<p>AP 35/17 – Tina to put an article in the next newsletter explaining availability of a physiotherapist and promote on Facebook.</p> <ul style="list-style-type: none"> To date, 273 questionnaires have been completed so PPG members were asked to spend any spare time they have in the waiting room encouraging patients to complete the survey. Closing date 31st October. <p>5. Patient Event: CHC PPG were trying to organise an event to inform patients about the changes in primary care delivery over the next five years. CCG suggested this should be a locality event for patients from all the Gorleston practices. They also said it should be a different style of event that would engage with the local community to ‘design’ local services in the context of challenges of patients accessing A&E and primary care instability. This type of event could then involve community groups, councillors and would be an opportunity for patients to feel they were helping to ‘shape’ primary care and identify alternative sources of support in the community.</p> <p>Following discussion with Dawn, it was decided that CHC PPG would step back and leave the organisation of any such event to the professionals at the locality practices and the CCG.</p> <p>It was agreed that PPG members will hold a session in the CHC waiting room to promote on-line access, carers registration, services of the physio and dates for flu jab clinics on Monday 13th November from 9.00 – 12.00. Squash and biscuits will be served.</p>	Tina
<p>AP 36/17 – Lyn to email PPG members checking their availability for 13.11.17</p>	Lyn
<p>AP 37/17 – Tina to produce posters for display in the PPG corner on 13.11.17</p> <p>6. Any Other Business:</p> <ul style="list-style-type: none"> In view of patient feedback it has been agreed that the whole appointment system at CHC needs to be reviewed so Dawn has arranged for a demand analysis to be completed. This will possibly take place w/c 23.10.17 and will obtain figures on number of appointments available each day / how many appointments are needed each day / how many appointments are given each day. Once this data is known Dawn and the Partners will discuss demand versus availability and see what changes can be introduced to meet the growing demand. Examples of PPG Best Practice will be shared at the HE PPG Forum meeting on 16.10.17. PPG felt that the excellent two way communication between themselves and Dawn was very important and the way we work together in a supportive way. This has been evident in the promotion of on-line access which has been very successful and has earned praise from NHS England in achieving a 10% increase in take up in a few months. PPG produced an aide memoir on using on-line access which was shared electronically on Facebook and with virtual members as well as having handouts in the waiting room. Clinicians and reception staff also promoted it. Reception staff were praised for the improved customer service they deliver in spite of abusive and sometimes aggressive behaviour from a few patients. The practice has a zero tolerance and issue a warning letter following any instances of bad behaviour. If repeated the patient will be removed from their register. 	Tina
<p>AP 38/17 – Dawn to email Tina a statement covering zero tolerance</p>	Dawn
<p>AP 39/17 – Tina to put an article on zero tolerance in the next newsletter and on Facebook</p> <ul style="list-style-type: none"> PPG minutes need to be posted on CHC website – Lyn will contact Tracey 	Tina

direct asking her to do this.

- The message on the phone is currently too long so this will be redone.
- PPG bank account currently holds £116.94 which has been raised just through book donations. Members were asked to donate any books they no longer wanted including children's books.
- The newsletter holder has fallen off the wall so Dawn will arrange for this to be replaced.
- Patient signed up for on-line access but couldn't make an appointment without phoning up. This is very difficult as it coincides with her getting children ready and taking them to school.
- CHC are currently advertising for another GP and will shortly be advertising for a full time clinical pharmacist.

Dates for future meeting:

Friday 8th December 2017 @ 10.00 am