

Central Healthcare Centre
 Patient Participation Group
 Meeting Friday 8th December 2017 @ 10.00 am



Minutes

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

Item	Action
<p>1. Tina welcomed everyone to the meeting.</p> <p>2. Minutes from the meeting on 13th October 2017 were agreed as accurate. The action point log was reviewed and updated as follows: AP13/17 – agenda item 6 AP28/17 – agenda item 9 AP32/17 – removed. Article about carers in “Your Norfolk” magazine. Tina contacted Carers Matter Norfolk.org who will advise any carer contacting them to register with their GP as a carer. Number of CHC registered carers has doubled since May 2017 but lots more work to be done. A carer’s emergency card issued by Norfolk County Council could also be promoted. Ideally, this could be promoted on the TV screens in the waiting room but it’s not allowed under the current contract which expires next year. AP35/17 – C/F, will be promoted on Facebook page AP 36/17 – 39/17 inclusive – Cleared</p> <p>3. Practice Update: CHC was re-inspected by CQC who were very impressed with what they saw, so the warning notice has been removed. Another full inspection will take place in January 2018. Processes are now more structured and it is hoped that the improvements made will result in the practice being taken out of special measures. Leanne Tierney starts work on 11th December as a trainee practice nurse. She was a community nurse so some training will be required. There has been no response to the adverts for a GP or Clinical Pharmacist. The practices in Gorleston form a locality which so far, hasn’t been as active as other locality’s although a meeting is to be arranged in the new year. Only two of the Gorleston practices have a PPG. NHS England has provided funding to cover the expense of recruiting GPs from abroad to work in Gt Britain. CHC have declared an interest in this GP recruitment. As CHC is a training practice it was asked why F1/F2 doctors don’t come to the practice as part of their training. All reception staff are undergoing Care Navigation training so that they can give patients options of where to obtain help rather than always seeking help from their Practice. Dawn reiterated reception staff are not being asked to triage. This will probably be a slow process but one that needs to be done. There will be a meeting in February with people from various organisations who will provide information on what services are available with the care navigation process.</p> <p>4. Patient Survey: The results are being collated and, once produced, will be discussed and an</p>	

action plan will be drawn up. A “You said – we did” poster will keep patients informed.

5. PPG Presence in Waiting Room:

This event was very disappointing and the five PPG members left early due to lack of support. Due to unexpected sickness patient appointments had been cancelled so the waiting room wasn't very busy and no paperwork or leaflets had been produced so members had nothing to give out. PPG members felt very frustrated by the lack of support.

6. Which Clinician Leaflet:

The dark background makes the printing difficult to read and the content needs further work as some of the descriptions are very ambiguous and there is a lack of description under the GP heading. Use of jargon would be confusing to some patients. It was queried whether CCG or any of the other practices already had a leaflet for this use. Dawn stated she felt a lot of this would be covered by the CCG when they promote the care navigation scheme to the patients.

Lyn

AP 13/17 – C/F, Lyn to enquire at the PPG Forum whether CCG or any practice already have a “which clinician” leaflet that we could use as a template.

7. Nurse Appointments:

Clarification was sought on whether a patient, needing to see a nurse at regular intervals can pre-book appointments over several weeks or months as the case may be. Unfortunately this is not possible as only 6 weeks' worth of clinics are on the computer system at once. It was felt having more than 6 weeks of appointment available would lead to higher DNA rates.

8. Updates from PPG Forum and Healthwatch Events:

PPG Forum - It was agreed that additional questions will be added to the Family and Friends test. These were about what works well in the practice, what could be improved and whether the patient thought they saw the most appropriate clinician. It was also agreed that the PPG Forum would have a wider remit to encompass what was previously covered by the Patient and Public Engagement group. Membership of the Forum will be widened with people, outside of patient participation groups being invited to join the PPG Forum.

Healthwatch Events – these were delivered in several venues to discuss the future of Primary Care. The GP speakers were different at each venue so the presentations gave different information. Graham attended Norwich and provided a handout for copying to PPG members.

Dawn

AP41/17 – Dawn to arrange for copies of the handout to be distributed to PPG members.

Ray left the meeting at 11.00.

9. Staff / PPG Photos:

Due to circumstances it has taken about a year to obtain photos of all staff and clinicians, Work was finally completed several weeks ago with the frames waiting to be displayed in the waiting room so it was extremely disheartening to then be told that the staff didn't want their surnames to be displayed. Tina has put a lot of work into this project as well as meeting the costs for photographic paper and printer ink so isn't prepared to re-do them at this late stage. Staff views should have been obtained at the outset to avoid this happening. It was suggested that the practice should re-do the displays. Dawn agreed but didn't know when it would be done.

Some PPG members again expressed their frustration with the perceived lack of support from the practice.

Sandra left the meeting at 11.07.

10. Any Other Business:

- The appointment system will be reviewed once the data has been gathered. Unfortunately staff absences mean that the start of the supply and demand data gather has been postponed from 1st December to January.
- Poor communications and staff attitude gave rise to patient issues that could have easily been avoided if the staff member had been more co-operative. Dawn will look into these issues and discuss at the next staff meeting.
- Tina was unable to attend the Sussex Rd parking meeting. Dawn and staff from CHC has a meeting arranged with Claire from CCG which Tina will also attend.
- The system on-line app doesn't correlate to the rest. Following enquiries IT at the CCG are in discussion with TPP (Systemone1) about why the app doesn't seem to reflect everything.
- Dawn confirmed that the patient complaint escalated via Tina has now been dealt with.
- Tina has signed our PPG up to the NAPP Group of 100 Operating Framework. This is a group of approximately 100 PPG representatives that are members of NAPP. They are committed to giving a quick response to targeted questions through the emailing of a short questionnaire in a format such as SurveyMonkey. Members will receive feedback on the results of any survey.
- Crestview surgery in Lowestoft has Emis system which can filter urgent / non-urgent appointments and allows patients to book appointments with various clinicians not just their doctor. This seems to be much better than System1 which CHC uses. Dawn will look into this.
- Morrison Supermarket was thanked for its continued support with "Nominate a Star". They have donated a hamper for the staff member and a voucher for the patient nominee. Winners were drawn with Rachel winning the hamper and a Mrs Waters winning the voucher.
- Tina, Chair of the PPG distributed cards and presents to all the members of the group thanking them for their support and hard work during the year.

Date for future meeting:

Friday 12th January 2018 @ 10.00 am