

Manor Medical Practice – Patient Participation Group (PPG)

Minutes of the Patient Practice Survey Meeting 20/3/19

Present: Rafiq; Dale; Ian; Freddie & Caroline

The Patient Practice Survey has been completed by 140 patients a 1.4% response rate. Overall patients reported that the Practice is doing well but there is obviously room for improvement. The biggest problem identified by patients is a lack of appointments but sadly that cannot be changed or improved in the short term.

The results will be submitted with the Practice Action Plan.

Minutes of meeting held 20/3/19.

Present: Rafiq (Chair); Dale (Vice-chair); Jamshad; Ian; Peter.

Practice Staff: Caroline, Catherine.

Rafiq thanked everyone for attending the meeting.

Apologies: Prof. S Ali, Madeline; Barbara; Wendy.

Minutes of last meeting: Held on 16th January 2019. Proposed, seconded, and agreed.

Matters arising from last meeting:

Peter raised the question of GPs only dealing with 1 condition and asked if that was safe, given that a patient could have multiple medical problems. A GP will talk about other conditions BUT open access is intended for one serious condition on the day. There are still bookable appointments for on-going medical problems.

The original scheme of open access stopped in January. The new system is that appointments are released at 8.00 am each day and can be accessed via booking on-line; phone call or walk-in. Unfortunately, all the appointments have usually been taken by 8.15 and there are **still** patients who DNA.

New Business: A group of local medical practices (Us/Leyland's/Ashwell/Hollins) have received a one-off grant from the CCG of £13,500. This is to be used to purchase a computer and display boards for each Practice's waiting area. The idea is to provide information on specific topics; (e.g. last week Leyland's concentrated on Diabetes information as a trial.) so that patients can be supported to look after themselves rather than needing to see a GP.

Practice Issues:

1. There is a CCG incentive on e-consultation with a new user friendly web-site to be live by the end of April. The system is being set in all Practices and will be funded for 2 years.
 - a. The patient will complete a tick-box template with built in checks to prevent incorrect completion.
 - b. Once completed a doctor will look at it, make an assessment and will contact the patient by either:
 - i. Sending a message back;
 - ii. Phoning them or
 - iii. Calling them in for an appointment as appropriate.
2. Routine appointments to see a GP are still available either by ringing after 10.00 am or by calling in to the Surgery.

Any Other Business:

1. A comment was made about the condition of the seating, particularly at Gurlington, which is looking tired. Sadly there is no money to replace the seating but the issue is on the agenda for the Partners' meeting in 2 weeks' time.
2. Allerton Surgery: all the hand sanitisers are out of commission due to health and safety issues i.e. they are set on the wall at a level that has the potential to allow alcoholic gel to get into a child's eye. They are due to be changed over.
3. Then Group considered a request from a patient to join the Group. It was felt that the Group was of a sufficient size at the moment but that the person's name would be kept on file and they be asked to join if a vacancy occurs. Ian was asked to write to the person and explain.

Date of Next MeetingWednesday 15th May 2019 Gurlington 13.00 hrs.

Signed: Rafiq Sehgal (Chair) PPG

Date: _____