

Minutes Limes Medical Centre PPG

Date of meeting: 13th April 2015

In attendance

Alan Lloyd
Malcolm Hodges
Angela Hodges
Andrea Swanson
Dr J. Southcott
David Hoon

Apologies

Jane Martin
Jessica Marsden (via Dr Southcott)
(Subsequent apologies received from Donna Cope)

Dr Southcott said that we should keep Jessica informed of meetings etc, as it looks like she will attend at some point.

David said that he didn't have contact details for Jessica, and had previously been informed that the surgery management could not provide contact details. The group would have to obtain them when she attended a meeting.

Welcome

Alan welcomed everyone to the meeting and asked if anyone else was expected to join the group for the meeting. Since the last meeting no new or potential members had come forward.

Approval of Minutes

The final minutes of the meeting held on 23rd January 2015 were reviewed, discussed and approved.

Matters Arising from previous minutes

WiFi: Dr Southcott reported that the WiFi will initially only be for practice use, and not for patients use, but this may become available for patient use at some future date. Alan asked about the rationale behind this decision, but Dr Southcott didn't know.

Tablets to assist with Surveys: Andrea had made investigations and emailed the group earlier in the day. She reported she had received information back on handheld devices. If it is a nationwide initiative we could potentially already have the facility to use them. Andrea

said she will wait and see if she gets anything back from the Comms & engagement manager but it might be something the Practice wish to mention at their next Practice Members Group to the CCG, or if we've got a rep going to the PRG they might like to bring it up. The group thought this was worth a try.

Alan agreed to take this issue to the next meeting.

Surgery/PPG Link role: Dr Southcott said she intends to put something in place when she returns to work. Malcolm commented that from his and Angela's recent experience when compiling survey results, it is essential that a link is put in place.

Picking up on comments from Andrea at an earlier meeting, Dr Southcott said she intends to use a new member of staff who would possibly find the link role a challenging one.

Group Noticeboard: Dr Southcott confirmed the group noticeboard belongs to the group to use as we wish.

Alan felt we should make it attractive in some way. Malcolm wanted a clear title or a banner.

Dr Southcott agreed to get the new link person to produce the banner.

NAPP Information: Alan presented a series of print outs from the NAPP information in his possession.

Membership

Andrea suggested that one of the best ways to recruit new members is when they join the practice. The group agreed.

Dr Southcott advised that around 15 new patients join the group each month.

The group felt that an optimum group membership would be around 20.

Dr Southcott mentioned there was a PPG in Derby where there is a waiting list to join.

The group agreed not to pursue the rolling screen display discussed in an earlier meeting for now but....

Alan agreed to visit a nearby vets where one is in use, ask about it and report to the next meeting.

Andrea agreed to find out how Eastwood commissioned theirs.

GP Salary information on-line

Alan said he had become aware that GP's salary information will have to be available on-line.

He believed the relevant words were "publication of GP net earnings". Generally, the group expressed surprise at this.

(Regret I failed to record how Alan had become aware of this – minute adjustment? DH)

On-line medical records

Alan had also become aware that patients may be allowed access to their on-line medical records. The group felt that this may have the negative effect of GPs limiting the amount of information recorded during each patient visit.

(Again, regret I failed to record how Alan had become aware of this – minute adjustment? DH).

PPG Questionnaire/survey – revisited

There followed a discussion on Alan's report on the recent survey, and the specific issue of GPs "running late" or "falling behind" in their daily appointments.

Dr Southcott said she often runs behind schedule.

Alan asked if there was anything in a GP's contract about running late. Dr Southcott replied no, but there was something about good timekeeping.

Andrea commented that individual practices set the length of appointment times, with 10 minutes appearing to be the norm.

Dr Southcott offered to present average waiting time data to the next meeting. The group declined the offer.

There was general agreement in the group that once patients had seen a GP they were generally happy with the service received, so "running to schedule" would not enhance patient experience.

Further, whilst patients were generally successful in obtaining appointments, they would much prefer longer opening hours in order to fit in with their lifestyles.

PPG Funding

Alan commented that PPG appears to be "run on the cheap".

Following discussion, Alan agreed to raise the funding issue with NAPP and report to the next meeting.

Extended opening hours

Alan asked a question about a sign he had seen about extended opening hours at the surgery.

Dr Southcott said there was a pilot scheme running. It will run for a year and will then be assessed. The opening hours are 09:00 to 13:00 on Saturday and 12:00 to 16:00 on Sunday. There will be a locum and a nurse on duty. Reception staff will also be on duty. There are no emergency departments.

The pilot scheme started at the end of March. It may be withdrawn after it has run for a year.

It is being funded by something called the Kings (King's ?) Fund, for which the Practice applied and were successful.

Alan asked about the Fund. Dr Southcott said it was a fund the current government have which is aimed at enhancing GP access.

Alan asked how the Practice will determine if it has been a success.

Andrea said her practice intend to measure the success or otherwise through a survey.

Dr Southcott said she would find out how the Practice intends to do this and report to the next meeting.

Future Local Meetings

No points discussed

Any Other Business

- 1) Dr Southcott advised she intends to be back at work 5 weeks.

Next meetings

The next meeting for the PPG was set at Monday 8th June 2015, at the surgery at 6.30 pm.