

Minutes Limes Medical Centre PPG

Date of meeting: 8th December 2014

In attendance

Alan Lloyd
Malcolm Hodges
Angela Hodges
Jane Martin
Donna Cope
Dr J. Southcott
David Hoon

Apologies

Andrea Swanson
Jessica Marsden

No-one had heard from Kieth Fortesque since his attendance at the last meeting. It was agreed that DH would continue to email him and keep him informed of meetings, events etc.

Approval of Minutes

The minutes of the meeting held on 13th October 2014 were approved.

Matters Arising from previous minutes

Alan raised a question about the CQC (Care Quality Commission). Dr Southcott will ask the surgery to look at whether the PPG should be involved with the CQC. (She would have to leave this with the surgery as she will shortly be away on maternity leave).

General

Dr Southcott opened the meeting by explain that tonight's meeting would have to be cut short due to her having to attend a home visit.

Membership

Dr Southcott advised there was a new member interested in joining the group, Jessica Marsden. Unfortunately, she was unable to attend this meeting, but the practice will keep her informed about the next meeting. It was explained that the new members contact details could not be issued to the group at this stage.

PPG Questionnaire/survey – What next?

Following the informal group meeting held at the King Alfred on 3rd November, David had compiled the survey, circulated it among PPG Members for comment/approval and then forwarded to the practice via Jackie and Dr Southcott. Alan asked for advice on the next steps.

Dr Southcott confirmed the survey had been received and reviewed by the surgery. She asked the meeting if it would be acceptable to change the penultimate question (No. 16) from “Thinking about the surgery, have you any suggestions where it could save money” to “Thinking about the surgery, are there any areas where money is spent inappropriately.” All agreed for Dr Southcott to make the amendment.

Dr Southcott said we should aim for a total of 400 surveys to be completed, with 200 being done before Christmas. This total would represent about 5% of the patients registered at the surgery.

Dr Southcott wished for the survey to start on 10th December and run through the new year, until the desired total of 400 had been reached.

Alan said analysis of the survey may prove difficult and, depending upon results, it may be worthwhile performing another more focussed, more detailed survey early in the new year.

There was a discussion on how PPG members could help in the completion of the surveys and Dr Southcott said that members would be welcome to attend the surgery for this purpose. The following advice was also offered;

- Attend in pairs
- Please try to let Reception know in advance so they are aware and can have some forms ready in advance.
- People coming in for prescriptions can be asked. (But please ensure they are patients at the Limes as not everyone who collects or drops off a prescription is a patient).
- A good time would be 9am to 11am. (Best avoid 8am to 9am as it can be frantic).
- Please show a degree of diplomacy. For example, if a patient was being very vocal in a complaint about a specific doctor and in earshot of other patients, then suggest to the patient they write their complaint on the form or alternatively suggest they speak to the practice manager.
- Surgery re-opens after Christmas on 2nd January.

Angela and Malcolm said they would be able to do a session before Christmas. Alan felt he may have an opportunity for a couple of hours next week. These offers were welcomed by the meeting. Others would struggle to do anything before.

Alan volunteered to compile the survey results.

Practice Handbook

Alan had noticed that the Practice Handbook had been recently updated but had noticed that not all doctors at the practice had been listed. Dr Southcott said this maybe because there isn't an available photo of the doctor yet.

Angela queried if an 0844 phone number shown for out of hours emergencies was a premium rate number. The meeting was unsure. Dr Southcott said the 111 is of course available. Dr Southcott will ask for the website to be reviewed and updated accordingly.

Contact with other PPGs

All agreed this is a good idea but at present if we were to invite members from another PPG to our meeting, we would get more out of them than we would be able to share.

Alan outlined his preferred approach: Write to other local PPGs intruding our PPG with an offer to meet with members of their group say twice per year. He would also ask if they had any particular burning issues at the moment. Alan agreed to send out some letters in these rather vague terms.

Future Local Meetings

None discussed

Any Other Business

- 1) Dr Southcott will be commencing maternity leave just before Christmas and hopes to be returning during the middle of May 2015.
Dr Parkin, Amanda Moody or even possibly Jackie will be representing the practice at future meetings.
- 2) The group asked Dr Southcott if it would be possible for someone to from the practice management to explain to the group how the practice works, how it is structured, who has key responsibilities etc.

Next meetings

The next meeting for the PPG was set at Monday 26th January 2015, upstairs at the surgery at 6.30 pm.

Post meeting issues (Added by DH)

Has our NAPP Affiliation Certificate been posted on the PPG noticeboard?