

Orchard Medical Practice



Patient Participation Group Meeting held on Wednesday 20th September 2017 At 1 pm Orchard Medical Practice Meeting Room

Present:	Keith	-	Patient	Chairman
	Laurence	-	Patient	Vice Chairman
	Beryl	-	Patient	
	Valerie	-	Patient	
	Jean	-	Patient	
	Ian Finch	-	Patient	
	Gloria	-	Patient	Treasurer
	Michael	-	Patient	
	Sue	-	Patient	
	John	-	Patient	Minute Secretary
	Elizabeth	-	Patient	
	Adele	-	Patient	
	Rebecca Tate	-	Practice Manager, Orchard Medical Practice	
	Shane & Sarah –	-	New Receptionists	

Apologies:

Christine	-	Patient
Sue	-	Patient
John Pulman	-	Patient

1. Opening Remarks

- 1.1. Keith welcomed everyone to the meeting and gave a particular welcome to Michael Humphries, who was attending for the first time. In addition, he welcomed Shane and Sarah who had recently joined the staff at our Practice and were attending as Observers.
- 1.2. On behalf of the Group, John was congratulated on his appointment as a Public Governor of Sherwood Forest Hospital NHS Foundation Trust

2. Minutes of the last meeting

- 2.1. The minutes of the last meeting were accepted as correct.

3. Matters Arising (not covered elsewhere)

3.1. Difficulties hearing the pre-recorded telephone answering messages – a few members reported that they felt that the problem had been resolved recently. (Later, Ian felt that the problem was still there and so the Group wondered if it was an intermittent problem).

3.2. Revised PPG leaflet to be available in Polish.

Action: Rebecca

4. CCG Awards

4.1. The CCG made 7 awards this year and Orchard was successful in being awarded 3 (the most by any single practice):

4.1.1. Partnership Working – our PPG Group – awarded for the Group's work in supporting the Practice and our patients, examples included the Walking for Health initiative and the provision of taxi funding for patients having difficulties coming to the Practice.

4.1.2. Engagement – Our Chairman, Keith – awarded for Keith's work in connection with Walking for Health, Public Governor of Sherwood Forest Hospital NHS Foundation Trust, Citizens' Reference Panel and The Health Alliance.

4.1.3. GEM (Going the Extra Mile) – PN Jane Campbell – relating to a patient requiring frequent dressings over a prolonged period.

4.2. Further staff nominations – several colleagues were nominated, and whilst they were unsuccessful in achieving awards on this occasion, they are each to be presented with CCG (Clinical Commissioning Group) certificates acknowledging their valuable work for our patients and the Practice.

5. Orchard Round Up

5.1. Rebecca updated the group on the following areas:-

5.1.1. Flu Vaccs – these commence next week and support from the PPG is requested.

5.1.2. Activity Statistics – Rebecca shared the Practice's internal monthly stats summary and this is attached as Appendix 1. It was noted that since the introduction of "8 to 8" opening, triage and increased GP telephone availability at the start of the day, DNAs (Patients who Did Not Attend appointments) and attendances at A&E had fallen (the latter group by 12%) since the implementation of these initiatives.

5.1.3. Patient Questionnaire – attached as Appendix 2 and the results were discussed.

5.1.3.1. In answer to a question raised, Rebecca assured the Group that, whilst it was impractical to provide phone access to the Practice on Saturdays, any spare appointments were available to walk-in patients, including via SystmOnline, 111 service and Single Front Door (PC 24).

5.1.3.2. Communication of changes (e.g. re appointments system) was discussed and a variety of channels were being used at present, including Text, website and Social Media. It was not felt to be cost effective to use Royal Mail – e.g.) 19,500 patients @ say 50p would cost the Practice c£10,000 for each posting, in addition to Practice/staffing overheads. It was noted that recent changes were known to approx. 60% of patients surveyed, of the changes had been made recently.

5.1.4. Staffing

5.1.4.1. 2 Reception staff had been recruited to start in October 2017 – this would bring the Non-Clinical team up to full strength.

5.1.4.2. A replacement PN had been recruited – starting October 2017.

5.1.4.3. The Practice were recruiting a nurse, who had not worked in General Practice previously to develop and train as Practice Nurse.

6. PPG Fayre

6.1. The Fayre raised the generous sum of £142.01 (yes, there was an odd 1p!) and all members who helped were thanked for the time and efforts. Particular thanks went to Gloria for her generous time to make the event such a success.

6.2. There had been some comment from the Community Hospital claiming that the correct paperwork hadn't been completed and approved ahead of the event. For future events, we will either complete the paperwork in good time or consider whether we could stage the event within the Practice premises, rather than the public corridor.

7. Discussion – Development Plan 3

7.1. This item was deferred to a future meeting.

8. Date of AGM

8.1. It was agreed that the AGM would take place immediately preceding our November meeting:

Wednesday 15 November 2017

13:00 AGM

13:30 – 14:30 PPG Meeting

9. Any Other Business

9.1. Confidentially Agreements – annually members are asked to read and when they are satisfied with the terms and implications of and agree with the terms of the agreement, to sign a copy and return to Rebecca.

9.1.1. Copies were distributed to members.

9.2. To celebrate the CCG award - it was agreed that a group photo of our PPG would be taken to promote the Practice and the Group – for example, the image could be used say for display within the Practice, on the website and/or for social media. To facilitate this, it was necessary to obtain the written consent of each member who featured in the photo – Rebecca distributed copies of the agreement for members to sign and return if they agreed.

9.3. Nurse Appointments – Dressings – a question was raised about when a patient needed a dressing to be carried out by a nurse, was it necessary for the patient to see a Doctor before the nurse could treat the patient. A brief review of the circumstances pointed to the patient having had a fall and resultant wound/laceration needing dressing: in which case, it was felt appropriate for a Doctor or ANP to review the patient to see if there were any other implications/outcomes from the fall, other than the need for a dressing.

10. Date of next Meeting: Monday 23 October 2017 @18:30 hours

Appendixes

Appendixes 1 & 2 are being forwarded as separate documents.