

Patient Participation Group

Meeting held on Wednesday, 28th March 2018
1:30pm Orchard Medical Practice Meeting Room

Present:

Craig	Jean	Sue
John & Elizabeth	Beryl	Michael
Sue	Gloria	Phil
Keith – Chairperson	Ian	

Apologies:

Laurence	Vice Chairman	John P
Ann	Patient	Ann
Valerie	Patient	Christine

1. Opening Remarks:-

1.1 The meeting being quorate, Keith welcomed those attending and also the new member

2. Appoint a Minute Secretary:-

2.1 Craig offered to take Minutes for this meeting

3. Apologies for Absence:-

3.1 Apologies for absence were noted as above.

4. Minutes of the Previous Meeting:-

4.1 The minutes of the meeting held on 17th January 2018 were accepted as correct, apart from one amendment:

4.1.1 The minutes were recorded on an incorrect template; Rebecca to amend

5. Matters Arising (not covered elsewhere):-

5.1 PPG Terms of Reference – These have been updated, Keith is to liaise with Rebecca and circulate to the Group. The ToR will be reviewed at the AGM.

Action: Chair and Rebecca.

5.2 Patient Engagement – Sue mentioned that the chairs were not facing the projector screen appropriately. Rebecca added that the projector was not working sufficiently well to which Keith advised that the projector was a “work in progress” as previously discussed.

5.3 Patient Behaviour Towards Staff – Rebecca was pleased to advise the Group that verbal abuse towards staff had not been noticed so much recently and wondered as to whether the signage

on display was having effect. Keith reminded the Group that John (P) had suggested the Group came back with ideas this meeting to help with patient behaviour:

- 5.3.1 John gave the example of Dr Jenkins at Willowbrook who, when at Trent Valley, sent out a letter to patients which set out the policy quite well.
- 5.3.2 Keith suggested that awareness and patient behaviour be included in the newsletter
- 5.3.3 A discussion took place regarding EMAS and the “society behaviour” towards emergency vehicles. Sue asked if a reminder of what to do when seeing flashing lights / hearing sirens could be included in the newsletter as a Courtesy to EMAS.

5.4 Notices – Ian asked if notices could be produced for both the Practice and Orchard Pharmacy advising patients with regards Saturday Morning appointments. Ian gave an example of trying to contact the surgery on a Saturday morning but being unable to get through. He then managed to contact the Pharmacy who could confirm that the Practice was Open, however they were unaware that it was appointment only.

Action: Rebecca to Review and advise

5.5 Follow-up on GPs Running Late – (Requested by John). Rebecca advised that she had not been able to speak to Dr Freeman, however they were considering amending the appointment template. It was acknowledged that the particular GP in question does run late, however does give her time to every patient.

5.6 Use of PPG Funds – At the last meeting it was discussed whether to use current PPG funds for the purpose of 24hr blood pressure monitors. Rebecca advised that one monitor would cost approximately £1,000 total. Gloria advised that PPG funds should reach this amount by August. Rebecca continued to explain to the Group that there had recently been a patient collapse in reception and it was difficult for staff to maintain patient privacy, having to close the doors to incoming patients whilst the situation was being dealt with. Rebecca suggested that privacy screens (at a cost of approximately £250) would be more beneficial at this present time. A discussion was held and it was agreed for this purchase to go ahead.

Action: Rebecca to raise order for Screens, Gloria to raise cheque

6. Practice Manager’s Report:-

- 6.1 Rebecca advised that the Practice was now doing pessaries for gynaecology patients which is a new service.
- 6.2 Rebecca gave a staffing update:
 - Dr Wasu leaves today (28/03/18) but will return in her third year
 - New Registrar Dr George Oketete starts next week
 - Dr Ade who is here at the present time does her exams in April
 - Dr Kia will continue to do sessional work in April and May
 - There are currently 10 partners at Orchard
- 6.3 Rebecca updated the Group that Mansfield & Ashfield CCG had introduced a nursing service to certain care homes – within Mansfield & Ashfield. Orchard has a large number of patients in care homes in comparison with other Practices, sometimes with up to 30 requests on a Monday morning. This is helpful take some part of the workload from our GPs. A discussion ensued and as increasing Practice patient numbers were discussed, Beryl asked if we could “close the book” to certain services? Rebecca replied that within this reason, this may be a

potential option however Core Services need to be kept. Rebecca advised that the Practice currently has 19,200 patients, potentially with a consideration of closing the list to new patents should this reach 20,000.

6.4 Practice Nurses:

Sue Daly retired on Monday and is being replaced by Sarah Flanagan. Sarah has been undergoing training for the last three months in order to take over from Sue. Not only is this good practice, but has led to lots of positive comments regarding the Practice's commitment towards staff and training. Mike asked if this was part of the CCG requirement however Rebecca replied that this was a Practice decision, totally independent of CCG and was being funded by the practice only.

7. Diabetes and Pre-Diabetes Awareness Event:-

7.1 Raised as an agenda item from the last meeting, after discussion, it was decided that our awareness event would coincide with the National event running from 11th to 17th June 2018. (Running from the Monday to Friday).

Action: Chair and Rebecca to liaise, to be added as agenda item next meeting

7.2 Ian suggested riding on the back of National Publicity and also to include an "element of fear" in the artwork; question the unknown, "I wonder..... what if....."

7.3 Keith suggested that we needed to target specific patients and that needed to start soon due to the tight timescale

7.4 Craig noted that he had previously seen the Diabetes Awareness "Van" in Mansfield Town Centre and wondered if we could involve them?

Action: Rebecca to Investigate

8. Any other Business:-

8.1 Spring Fayre – Gloria suggested that this be left until August and for the item to be added to the April agenda

8.2 Meeting Dates – John questioned the timings of the October and November meetings. It was clarified that the October meeting should read as starting at 1:30pm. The November meeting is correct with the AGM starting at 1:00pm, followed by the PPG meeting at 1:30pm.

Action: Rebecca to amend

8.3 Minutes – Phillip stated that according to the Terms of Reference, The Chair should take the minutes. This was noted as being incorrect and will be corrected in the new ToR.

8.4 Forward Focus – Keith asked for the Group to give some thought towards the PPG "Forward Focus" and to bring to the next meeting.

8.5 Tombola – Gloria advised that we are desperate for tombola prizes; should anyone have anything suitable, please drop off at the Practice Reception marked for the attention of Rebecca.

8.6 GP to attend PPG Meetings – Elizabeth asked if it would be possible for one of the Partners could attend the PPG meeting on a regular basis. Sue suggested that as with Rebecca's slot, there could be a GP slot. John expanded on this and suggested that we could start off with the GP slot, then any other business (allowing for the GP to leave promptly) then continue with the rest of the agenda. This was generally agreed.

Action: Rebecca to discuss with Partners and reflect in future agendas if agreeable

8.7 There being no further business, the Chair closed the meeting.

9. **Date of next Meeting: Wednesday, 18th April 2018 at 1:30pm**