

HIGHCROFT SURGERY
PATIENTS' PARTICIPATION GROUP

Minutes of the meeting held on Wednesday 9th September 2015

Present: Chris Foster (Chair), Bernadette Cocking, Ted Cocking, Jaqui Anthony, Anne Elphick, Claire Wood, Peter Pelling, Jo Croft (Staff), Arnold Harris.

1. Chris welcomed Jaqui to the Group.

2. **Apologies:** Ian MacLeod Brudenell

3. **Minutes of the last meeting:** The minutes of the meeting held on 24th June were approved as a true record.

4. Matters Arising

Appointments Booking Survey.

- It was agreed to hold a planning meeting at the home of the Chair. T.C. and A.H. agreed to participate.

Coffee Morning

- Our Chair will speak to the Chair of the Daybrook Group regarding the holding of a coffee morning.

Influenza Immunisation Clinic/PPG effort

- This is to be held on Saturday 10th October. It was agreed to treat this event to seek recruitment of new PPG members and to raise funds by selling cakes etc. B.C. agreed to lead the venture and J.A. agreed to support with the production of the consumables. Allergy warning to be displayed.

Practice Matters

- New Staff:- Dr. Alurwar (m),(Practice Partner) and Dr. Daly (f) have settled in. They are well spoken of by patients.
- Dr. Chintala (f) will soon resume her duties at the Practice.
- Nia Williams (3rd stage Register) has begun work at the Surgery.
- There are many new patients. Circumstances for staff trying to cope with larger patient numbers are very trying.
- There will be customer service training for reception staff in October
- It was agreed to consider ways of providing advice to patients on communication with reception staff in order to help the system to work at an optimal level. Instances of unpleasant behaviour by a small number of patients are reduced but still occur.

5 Chair's Report

- There is a 15 step observation of Hospital Outpatients provision for the forthcoming Quality Assessment: criteria for assessing standards-buildings, hygiene, health and safety etc. She emphasised that the patient voice is particularly important and invited feedback of experiences.
- Accessible Information Standards for Hospitals and Surgeries were published in July. This development will be the subject on a future agenda.
- From personal knowledge it was stated that there can be an 8 to 10 weeks wait for results of Ultra Sound Scans. The Chair suggested that this could be commented upon on the website of the forthcoming C.Q.C. inspection.
- The meeting was informed that Ultra Sound Scans are carried out at this Practice and other centres twice a week.

- We were also reminded that it is a C.Q.C. requirement that controlled drugs, such as Tramadol, must be signed for by the patient and cannot be replaced if lost. This is to prevent wrongful acquisition and use of these types of drugs.

6. Practice Matters

- There is no direct funding for PPGs. Funding is now part of the Contract which establishes the Practice. The purpose of this is to help the service to be better for patient.
- Under the terms of the Contract, the contractor must 'engage' with the PPG frequently.
- It was agreed that the Constitution of the PPG should reflect current reality.
- It was also agreed to meet once a month except at the Christmas period.
- The Chair has distributed a paper regarding changes to the information concerning the PPG on the Practice Website.
- It was felt that the Website should be welcoming and patient friendly.
- The Practice needs to have a survey about the new triage system. It should be quick and simple. A team was set up to prepare a survey ready for the major immunisation day on 10th October. (C.F., T.C. P.P., A.H.).
- To assist in staff training etc. recording of patient/Practice staff telephone calls is under consideration.

7. A.G.M.

- This item was deferred.

8. Transfer to Primary Care after discharge from hospital

- This remains a problem for the practice and some patients.

9. Members' Feedback

- A Practice wheelchair was observed being used without footrests. This caused a problem for a patient. This will be looked into as footrests are available for attachment.

10. Date of Next Meeting: Wednesday 7th. October 2015