THE MATHEWS PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of the meeting held on 2 July 2018

Present: Five members attended the meeting.

Apologies: There was one apology.

1 Membership

It was noted that a patient in February had previously expressed interest about joining the PPG. Subsequently, she had sent apologies for one meeting, but had not attended any other meetings. As she had not signed the confidentiality statement the Practice Manager would contact the patient to see whether or not she wished to remain a member.

2 Review of previous minutes

The minutes of the meeting held on 15 May 2018 were approved as a correct record.

3 Updates from the Practice

3.1 Progress on Carers Week Event

* Overall the Open Days at both sites had been very successful
* There had been excellent attendance from all care agencies who had been asked to attend
* 22 new carers had been identified resulting in new registrations to the Sheffield Carers Centre and the Alzheimer's Society, and the carers benefiting from personal care packages.
* Representatives from the Alzheimer's Society were willing to provide a presentation to the PPG explaining the services they offered
* PPG members were thanked for providing support for these events

3.2 CQC update

* The Clinical Quality Commission (CQC) has published its report and considered that there have been improvements but not on the scale the Practice had hoped for. The Practice still required to carry out further improvements and still remains in Special Measures.
* The Practice had worked with the Clinical Commissioning Group (CCG) and the Royal College of General Practitioners (RCGP) and all previous concerns identified had been fully addressed by the Practice but it was reported that the CQC had identified four more new areas of concern.
* The Practice will be placing the outcomes of the CQC Report on the Practice website and on waiting room Notice Boards. This will state the four new areas of concern identified by the CQC and what the Practice is doing in response to these concerns.
* The full CQC Report can be found on the CQC website.
* The CQC will be conducting another full comprehensive inspection in 4 - 5 months.

3.3 Urgent Care Consultation Meeting

A member of the PPG had attended the above meeting. The meeting was part of the extended consultation about the proposals to changes how urgent care is conducted in the City. Members at the meeting were asked to discuss and feedback on 14 different models that were presented by the CCG. The outcomes of this consultation will be published on the CCG website in due course.

4 Issues raised by the PPG

The Practice reported that the self checking in monitors will be repaired. The televisions will be removed from the surgeries as the contracts had come to an end and will not be renewed. The other issues will be discussed at the next meeting.

5 Discussion / Presentation about Patient Survey Results (PowerPoint presentation attached to minutes)

* 115 surveys were completed. 59 at White Lane and 56 at Belgrave.
* Making appointments. There have been concerns expressed about patients who queue outside the Practice to make a same day appointment having an advantage over patients who phone. This would be placed on the action plan for further discussion at a future meeting.
* A large number of patients reported that they were waiting 5 - 15 or more minutes on the phone before it was answered. This issue would be placed on the action plan.
* The majority of respondents reported that the helpfulness of the receptionists was good/excellent. The Practice Manager would inform the receptionists of this result.
* The majority of respondents reported that the attitude of the GP/Nurse was good/excellent.
* Most respondents felt that they had been involved, and their concerns had been listened to.
* It is getting more difficult for patients to see the GP of their choice.
* Most respondents would recommend the practice to family and friends.
* Following the results of the Survey an Action Plan would be developed and considered at a future PPG meeting.
* PPG members were thanked for participating in the Open Days.

6 Date of next meeting

To be arranged.