**Dr P K Mohanty**

**Witham Health Centre**

**Patient Participation Group**

**Meeting Minutes**

**Date 27 November 2012 at 2pm**

**Attendees: Apologies for absence:**

Dr P K Mohanty (Part) General Practitioner Joss Fehmi Practice Secretary

John Croager Practice Manager Jeanette Johnson

Brian Proctor (Chair) Kenneth Keefe

Janet Butler

Morris Timberlake

Steve Burtrand (Secretary)

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| **Item** | **Details** | **Action** |
| **1** | **Minutes of last meeting (23 Oct)**The minutes were agreed as final, subject to the following amendments:* Item 3 (Patient Survey Results / New Patient Survey) – paragraph 6: delete reference to ‘sheltered housing’ and replace with ‘patients who cannot make it to the surgery’.
* Item 8 (Any Other Business: Test Results) – paragraph 2: delete ‘could’.

There were no associated matters arising. | **Steve** |
| **2** | **Action Log Review**Outstanding actions were reviewed:* New Patient Survey:

**John** confirmed that there wasn’t a requirement for the PPG to oversee the running of another Patient Survey so soon after the last Survey had been completed. He added that there was a risk that patients would feel “surveyed out”, as a national GP survey had also recently been conducted.**John** advised that the results of the national GP survey had now been made public. The majority of practices in the Mid Essex area – including Witham Health Centre – continue to demonstrate improvement and provide good patient access. When compared to the average percentage achievement for England, the Health Centre scored the same or higher in three of the four indicators identified for prioritisation this year (ease of getting through by telephone, overall experience of appointment system and overall experience of practice). However, the percentage of people who would recommend their practice to somebody moving into the area was slightly below that of the England average for the Health Centre. A joint approach has been agreed by NHS North Essex for working with practices scoring the lowest percentages, to improve their performance and future achievement; this doesn’t include Witham Health Centre. * Last Patient Survey Results:

**Steve** advised that there was still some work to be done by the Group to turn the results of the last Survey into something suitable for display on the waiting room television screen; he agreed to look at this before the next meeting.  | **Steve** |
| **3** | **Future Meeting Dates**The following dates were agreed:* Tuesday 22 Jan (2pm)
* Tuesday 19 Feb (2pm)
* Tuesday 19 Mar (2pm)
* Tuesday 23 Apr (2pm)

Dates may be subject to change; planned re-decorating work at the Health Centre is scheduled to begin on 21 Jan.  |  |
| **4** | **Review of PPG Terms of Reference**As the Health Centre PPG has been running for 9 months, it was agreed that the existing TOR would be briefly reviewed at this meeting, to ensure that they are still fit-for-purpose and duly reflect the functions of the Group and its work. It was concluded by all present that they are, but would continue to be revisited periodically.**Morris** queried whether the wording of paragraph 5 (*contribute to practice decision-making and consult on service development*) was somewhat pragmatic, and whether the PPG really did have a voice? **John** emphasised that the PPG was a valued forum, where ideas could be shared and frank and honest discussion about a variety of issues affecting the practice and its work was encouraged.**John** said that one such matter which had recently come to his attention was a Department of Health initiative to begin a country-wide flu vaccination programme. He advised that most practices start this important work in Sept/Oct. The Health Centre has already inoculated some 800 eligible people (20% of patients), so a DOH awareness programme this late could likely be perceived more generally as a waste of public funds. There is an agreed process for practices to comment on such proposals.**John** reiterated that the Health Centre’s flu vaccination programme was open to anyone over 65, those with asthma, diabetes, heart disease, cancer, carers of chronically ill people and health workers.  |  |
| **5** | **Missed Appointments Letter****Brian** explained to Group members that using the existing ‘missed appointment’ letter as a template, he had prepared an updated (softer) version in partnership with a copyright expert; this was tabled at the meeting.**John** thanked Brian for his work. He noted that reference to the PPG, included in the original version of the letter, had now been removed – and suggested that this should still be included somewhere to emphasise to patients missing appointments that their peers weren’t satisfied with this type of behaviour. It was agreed that **John** would insert some wording to this effect, and the revised draft letter circulated to Group members at the next meeting for final clearance. In the meantime, any other comments could be directed to **Steve**.  | **John / PPG Members** |
| **6** | **Tollgate Practice PPG (Stanway, Colchester)** **Steve** reported back to Group members on his recent telephone conversation with Steph Kettle, Tollgate Practice Manager and Chair of their established PPG. She had been very supportive and willing to provide any necessary help and support going forward, as the Witham Health Centre PPG acclimatizes.**Steve** explained that Tollgate PPG meetings were structured in a similar way to the Health Centre’s – with a defined split between ‘Group Business’ and ‘Practice News’. A typical meeting included:* A guest speaker slot;
* Input on a rota system from their clinical team and practice staff – updating Group members about their specific areas of work;
* Practice Manager’s update – issues pertaining to Practice finances, strategic position and wider NHS issues.

**Steve** added that the Tollgate PPG had forged strong links with the local community, and circulated a pack of information supplied by Steph containing previous meeting agendas and other examples of their wider work (i.e. judging a Practice drawing competition). During their conversation, **Steve** advised Steph of the intention by Witham Health Centre PPG to set-up a ‘help desk’ manned by Group members; Steph was slightly apprehensive, and emphasised that there was a real risk of patients not fully understanding that this service would only be a sign-post service (i.e. pointing people in the right direction on non-medical queries) – which needed to be taken into account when planning such a venture.The next Tollgate PPG meeting is scheduled for 28th Feb 2013 at 6.30pm; Witham Health Centre PPG members are welcome to attend. Anyone interested should let Steve know in advance.  | **PPG Members** |
| **7** | **Practice News (Practice Manager Update)*** **Waiting Room Television Screen**

Display has now been slowed down to 20 seconds per page, to enable people to read information properly. The Department of Health’s message about handing back unwanted drugs to the chemist is currently a prominent element of the display; £700 million is wasted nationally this way every year and the Practice wants to help stop this. Christmas opening times are also displayed, as are details about the PPG and how to get involved. * **Health Centre Refurbishment:**

A programme of re-decoration (currently out to tender) is expected to begin week commencing 21 Jan 2013 – through until 31 Mar. This is expected to include:* Refurbishment of patient toilets to combat a rising-damp problem;
* Refurbishment of Doctor’s consulting rooms;
* Replacement of window in main office which is currently unsupported;
* Replacement thermostats;
* Removal of existing artex (possible asbestos problem);
* Repair / replace broken extractor fan to help move air through the waiting room;
* New lights and double glazing throughout;
* New front doors;
* New carpets where necessary.

**Brian** suggested that some soundproofing might also be considered, particularly the nurses room as currently it was possible to hear conversations during consultations. Additionally, the door to the nurses’ room was, in his opinion, in need of re-hanging.**John** advised that the Health Centre was NHS property and it was their responsibility to make the premises fit-for-purpose. The cost of this refurbishment would therefore be met by the NHS, not from surgery funds.* **Patient Health-Check Programme:**

Dr Mohanty has signed-up to delivery of patient health-checks (heart/lung/cholesterol/diabetes), for registered patients who don’t have a pre-existing condition. Initially a health worker will be provided for 1 day per week – reviewable. The intention is ‘prevention’ rather than ‘cure’.* **Staffing:**

Dr Zahra Anwar-Ahmad has now left the Practice on maternity leave; a replacement female GP has been secured for Mon & Fri (3-hour morning sessions) – which will hopefully include Thu also towards the end of Jan.A permanent replacement for locum GP Dr Salou is now being sought.Nurse Katie has left the Practice to spend more time with her family; a replacement Practice Nurse is being sought.* **Care Quality Commission (CQC) Visit:**

The CQC has recently inspected the separate dental suite at the Health Centre; during the process the examiner, who will also be inspecting the Practice in due course, introduced herself to **John** as Practice Manager.  |  |
| **8** | **Any Other Business**In his capacity as Chairman, **Brian** wished Group members a very happy Christmas and New Year. He thanked everyone for their time and contributions during the past year, and looked forward to seeing everyone at the next meeting in Jan 2013. |  |