**Dr P K Mohanty**

**Witham Health Centre**

**Patient Participation Group**

**Meeting Minutes**

**Date 22 January 2013 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

Morris Timberlake Janet Butler

Steve Burtrand (Secretary)

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| **Item** | **Details** | **Action** |
| **1** | **Minutes of last meeting (27 Nov)**  The minutes were agreed as final, and will be formally signed-off by the Chair at the next meeting on 19 Feb.  There were no associated matters arising. | **Chair** |
| **2** | **Action Log Review**  Outstanding actions were reviewed:   * **Minutes – 23 Oct:** these had been updated by the Secretary to reflect amendments tabled at the meeting on 27 Nov, and were duly signed-off as final by the Chair. * **Tollgate PPG:** **Steve** reminded the group about the invitation extended by the Chair of the Tollgate PPG to attend their next meeting on 28 Feb (6.30pm). Anybody who would like to attend should speak to Steve.   Two other ongoing issues (**missed appointments letter** and **displaying** **Patient Survey results)**, were being discussed at Items 3 & 4 respectively. | **PPG Members** |
| **3** | **Missed Appointments Letter**  The **Chair** thanked **John** on behalf of Group members for his revised draft, which was tabled at the meeting. Reference to the PPG had now been re-inserted - as discussed at the last meeting.  It was agreed that paragraph 3 of the letter (emphasising the knock-on effect of missed appointments to other patients and more widely the NHS) should be made bold. It was also agreed that an extra line space should be inserted between each paragraph, before Dr Mohanty is asked to approve the final version.  The **Chair** suggested that a more stringent approach might feasibly be adopted by the Practice in future, to help clear its books of individuals who persistently missed their appointments. **John** emphasised that for every patient lost however, the Practice looses income – which was something that should be borne in mind.  **John** advised that Fern House Surgery had recently re-opened its books and as a result, some Health Centre patients had transferred across. Although regrettable this was to be expected as, understandably, people want to move around and test new services. | **John**  **Dr Mohanty** |
| **4** | **Patient Survey results: waiting room display**  The **Chair** thanked **Steve** for preparing and circulating in advance of the meeting, draft text displaying the foremost results of the last Patient Survey conducted by the Practice in 2012 – for display on the waiting room TV screen once approved.  **John** advised that since this Survey had been conducted, the National GP Patient Survey results had been released. The results contained in this report, which are all in the public domain, show a marginal improvement on some indicators for the Health Centre – together with national and local comparisons.  It was agreed that using this new and updated information, **John** would draft something for the waiting room TV screen – for clearance by Group members and Dr Mohanty. As well as headline facts and figures, this will include a few lines explaining the background and also a link to the full results. | **John** |
| **5** | **Roster of invited guests**  The **Chair** explained that he was keen to encourage Health Centre staff to come along to future meetings, and talk to the Group about their roles and responsibilities and discuss ways in which the PPG might help and assist them. He added that knowing what people do would be especially helpful from a PPG perspective, particularly if a ‘help desk’ is established in future and Group members are required to direct people as appropriate.  **John** agreed to speak to staff across the Practice: Reception (morning & afternoon); Main Office; Nurse; Clinics etc. He will explain the reasoning behind this initiative, and draw-up a schedule of those able to spare 10 minutes in the coming months. The **Chair** emphasised that John should also participate, in his capacity as Practice Manager. He added that some members of staff might feel more comfortable speaking in confidence; where this was the case, John was happy to leave the meeting. | **John** |
| **6** | **New PPG members**  The **Chair** advised that this Item was to discuss how other Health Centre patients, particularly younger people, might be encouraged to join the Group or get involved in other ways. He suggested that the current afternoon timing of meetings was a particular barrier for many people who were working or had other responsibilities, and asked whether an evening meeting could be scheduled – i.e. 7pm-8pm?  **John** advised that he would need to seek PCT permission, and agreed to investigate. At the **Chair’s** request, he also agreed to check whether refreshments (i.e. tea & biscuits) could be provided by the Practice if this were to go ahead. **John** added that any such meeting would need to fit in with the Health Centre refurbishment programme; it is currently planned that the main meeting room will be used for storage during this period of work.  There followed a general discussion about other ways to promote the existence and work of the Health Centre’s PPG, and how to get more people to participate. **Morris** asked whether there was any specific NHS protocol which should be adhered to; **John** advised that it was best practice not to be seen to be advertising when thinking about this type of activity.  It was proposed that talking to local radio and/or the local paper(s) could help to whet people’s appetite. **John** has previously spoken to the Braintree & Witham Times about investing in healthcare, and therefore has a contact at the paper. It was agreed however, that **John** would speak first to Wendy Smith at the PCT, who specialises in media and will be able to provide to expert advice about how best to proceed. | **John**  **John** |
| **7** | **Practice News (Practice Manager Update)**   * **Health Centre Refurbishment**   A works contractor has now been appointed. The PCT has also appointed a Project Manager, as it doesn’t have the capacity to oversee the work itself. The refurbishment work will be phased – with the Health Centre broken-up into smaller sections. Early work is expected to include modification of the disabled toilet to make it multi-sex, and refurbishment of the staff toilet and two other public toilets. Work will also begin on the roof – facia and soffits will be replaced, and the flat roof will be raised to allow water (which currently just sits there) to run over the edge in future. Two or three rows of tiles will also be removed and new roof felt installed as part of the process.  The **Chair** asked whether there was a risk of Health Centre patients, and other users, mistakenly thinking that the refurbishment work was being paid for from Dr Mohanty’s budget. **John** advised that a sign-board would be permitted to explain that this was an “NHS project being carried out on NHS premises”. The **Chair** emphasised that this would definitely be needed, to help avoid any misconceptions.  It is likely that the skip will be placed in parking spaces adjacent to the Health Centre for the duration of the refurbishment work; the garden area has been considered, but unfortunately isn’t practical. The neighbouring Colchester Institute (Witham Campus) has been duly informed, and is working with the Health Centre.   * **Staffing**   The nurse is extremely busy, following the recent departure of Nurse Katie; the agency fee and high hourly-rate of locum nurses makes it non-feasible to employ somebody until her replacement joins the Practice at the end of March. The new nurse, who was originally meant to start at the end of Feb, will receive full Practice Nurse training - as she is currently a qualified hospital nurse.   * **Christmas 2012**   The Christmas and New Year Period went well, with most patients needing to see a doctor duly accommodated; follow-up appointments were arranged where necessary.   * **Financial Year-End (2012-13)**   Te Practice is now approaching its busiest time of year as the end of the current Financial Year approaches and various returns have to be completed and submitted. |  |
| **8** | **Any Other Business**   1. Practice Manager to identify a suitable date for catching-up with the Chair & Secretary. 2. Date of next meeting: Tuesday 19 Feb (2pm) | **John** |

Meeting sub-note: **Steve** to forward email and attachments received from Practice Manager (23 Jan) regarding *Transforming Services in Mid-Essex*, and include on Feb agenda for discussion.