Minutes of Meeting

Present:
Andrea Fray, Practice Manager
Ian Millership, Chair
Jonathan Dawson
Carol Maloney-Jukes

Beryl Budd
Carole Crockett
John Denton
Mino Arab, Secretary

Apologies:
Ida Deodath-Singh
Marianne Monroe
Stephen Moss

Romesh Rana, CCG Pharmacist
Margaret Millership
Jean Moss

1. Minutes of last meeting:
Minutes of the last meeting were agreed as a true reflection of the meeting

2. Actions from last meeting:
   a. Persistent Attendees:
      Andrea and Beryl are still to review this in through persistent attendances.

   All other actions or items deferred from the last meeting are on the agenda.

3. Pharmacy waste management update:
Romesh Rana, CCG Pharmacist was to present an update on the ACE pharmacy waste management but unfortunately he is unable to attend the meeting today. This item is to be deferred until the next meeting

4. CQC Update:
Andrea said that in the last meeting we were going through a CQC appeal process following omission of some information. We now have the results of our appeal and have been given an OUTSTANDING rating by the CQC following our inspection on 9th January 2017. Andrea showed the report which is published on the CQC website to all the members and went through it. An outstanding rating has been given to all the patient groups. This is a very proud moment for everyone and a pat on the back to all. The CQC rating has been put on to our website and the practice are working together with the CCG on how to promote this in the surgery.
5. CCG information meeting feedback from Chair

Ian was invited to a PPG meeting on 22.06.17 hosted by the CCG. He stated that it was very pleasant and he enjoyed the meeting thoroughly. Several items were discussed as follows:

- Quite a lot of PPGs in the Birmingham area have existing newsletters which are very informative and quite interesting. Ian will bring an example newsletter to the next meeting and show the members.
- The issue of appointments as this is a national issue.
- There is an Annual General Meeting which the CCG are hosting on 12th July 2017 at the Edgbaston Cricket Ground which all PPG members are welcome to attend. Ian expressed that he felt this is an excellent opportunity for all the members to have a look at other PPG members around the Birmingham area. John, Carol and Carole all said they would like to attend – Mino to book tickets and send to them via post. Carole is happy to take in her car, all agreed will liaise with each other re attendance.

Ian said he came to understand that PPG input is very valued in all practices. At the meeting it was mentioned by majority of PPG members that it would be nice if they had a few members from the younger age group as it would be valuable for their opinion on practice matters also.

Carole asked how we can promote the PPG and invite new members to join. Andrea said that there is a PPG board in reception which gives all patients information about the PPG to promote it and welcomes new members. There is also the option, through the patient participation group survey for patients to sign up and are invited to join the group.

6. CHMC Grounds

Andrea asked the members if they know anyone who will be willing to work for the practice looking after the grounds. Carole said she knows a gardener who will be willing to do this. Carole will get in touch with him and if he agrees she will get back to Andrea.

7. PPG Newsletter:
This item was covered in the Chairs feedback from the CCG meeting he attended.

8. AOB

DNA’s and complaints:
Andrea told the members that DNA’s and complaints are slowly reducing but this is still work in progress. Andrea stated we also get quite a lot of appreciation in the practice by patients and 3rd party members who attend the practice but unfortunately this is not conveyed on the NHS choices website as people tend to only add their negative responses on there. Andrea said that as a practice we have now introduced a feedback form which are given to the patients by the doctors or receptionist and once the review is filled on this form it is added to
the NHS choices website with patient consent. Andrea then presented the NHS Choices webpage for all to review. All reviews are responded to and mostly offered to come to the Practice to discuss issues raised but no-one does this. Most of the negative responses are concerning lack of appointments or waiting times and Andrea informed the members that the Practice are looking to employ 2 new part time GP’s who will be starting in August of this year. This in turn will ensure more appointments and easier access for the patients. John said it was good to see the DNA rates going down by about 300 appointments per month.

Andrea also told the members that we are looking at how our appointment system works. We currently have a walk in clinic in the morning and we are looking at putting the same service in the afternoon. This will give better access to appointments especially for those patients who are working. The members agreed this would be a good idea. Andrea also asked all the members if they have any ideas or thoughts about how to tackle this, if so please can they inform either Andrea or Ian.

Extended hours (early and Saturday appointments) are looked at by Andrea and how the patients do misuse these appointments, Andrea herself calls any patients who DNA these appointments and educates them on the importance of attending. If they DNA the extended hours appointments twice they are not offered any more and will have to see a GP at the walk in clinic here at the surgery. Andrea did discuss this with the CCG and they have agreed that she can take this step to improve appointment accessibility for other patients.

Ian asked if there is any information in the practice for patients regarding the formal complaints procedure, Andrea said it is on the board in the waiting room.

John mentioned that he had a text following an appointment he had at the practice to rate the service he had but could not open an extended link that was sent, Andrea mentioned this is because the text messages are designed for smart phones as the link opens to an external website where patients can rate the service.

Health Exchange:
Andrea informed the members of a new service that the practice have started to support. The Health Exchange provide general practice care for people who are homeless. The opportunity was given to the practice and 7 GPs are now involved on a rota basis on a Tuesday and Thursday. The practice will be piloting this for 3 months to see how this works. Andrea asked what the PPG members thought of this and they all agreed it is a very good idea and GPs should utilise their skills where they can. outreach work.

Waiting times:
Carol Maloney Jukes stated waiting times are a problem and feels this is due to patients who attend late for their appointments which cause a domino effect on the waiting time. Andrea said that if a patient arrives late for the appointment it is at the clinician’s discretion if they are happy to see the patient or not. Unfortunately long waiting times do occur due to the patients going to see the doctor for multiple ailments or other reasons.
Choose and Book:
Carol informed us that she has been having a few problems booking an appointment at the hospital with the Choose and Book system. Andrea said this is a problem that has been identified and investigations and enquiries are being made through the CCG.

Posters in the Practice:
- Carole asked if some volunteer posters could be put in the practice area of which Andrea agreed.
- Carole C has devised a DNA poster to assist with informing patients of this issue. All agreed this was good with a couple of minor changes to be made. The font is to be changed, CHMC is to be added and the angry face can be changed to sad instead. Carole to edit and sent to Andrea. The members asked if this can be added to consultation rooms, Andrea agreed and said final copy can be added if Partners agree.

GP representation:
Jonathan asked why Dr Gardner did not attend today’s meeting. Andrea apologies as Dr Gardner was away in Bournemouth he did want to come but could not attend.

Date of next meeting
It was agreed by all that date of next meeting will be on Thursday 14th September 2017.