

**The Oaks Medical Centre
Patient Participation Group**

Minutes of the Meeting 6.30pm Tuesday 22/09/15

PPG Members

Sharron Bilbey (SB)
Edward Jolley (EJ)
Barbara Worrall (BW)

Practice representatives

Dr Claire Harris (CH)
Jo Taylor Communication and Health & Safety Manager (JT)

Apologies

Denis Frith
Ian Kirkdale
Graham Mansfield
John Sellers
Jill Thackray
John Thackray
Michael Worrall

1	Minutes of last meeting/matters arising JT contacted Racheal Millband and gave feedback from the last PPG meeting regarding PRG meetings. Racheal thanked us for our feedback and advised that they wanted to make the meetings accessible to everyone. She has suggested that the PRG chair and CCG representative attends one of our PPG meetings and this has been pencilled in for our next meeting on 10 th November. JT will check confirmation and let the group know.	
2	PRG EJ gave feedback from the PRG meeting. He advised that he had to raise the subject of the meetings been overwhelming, dysfunctional and not relating to the PPG through AOB. Even though he raised the matter this was not recorded in the minutes and he will raise this with Racheal. Other members of the group expressed they felt the same way us our PPG. A discussion took place around our PPG being keen to meet with the PRG to discuss the issues raised and possibly reconstructing the meeting to make it more localised and perhaps having PPG involvement at the beginning. Matters to be raised when representatives attend our PPG meeting. It is noted that our PPG is keen to be involved and we would like to maintain this and would like PRG advice on how to progress the groups involvement and development.	
3	Feedback from Practice I. JT updated the group on the latest CCG survey – results were well above the national average and higher than majority of our CCG results with most scores being in the ninety's. Comments included	

	<p>convenience of appointments, telephone answered promptly and great first impression.</p> <p>The latest Friends and Family results were also excellent with 90% of people being extremely likely to recommend us and 10% likely. Comments included:</p> <p style="text-align: center;">Doctors always listen Seen quickly Professional Excellent care from all staff Efficient</p> <p>Best surgery around, wish more could be the same, I work in the NHS and they are not.</p> <p>II. The surgery has been involved in a CCG initiative which involves reception staff job swapping. We have had one swap and have another this quarter. A member of our team went to another surgery in the area which was much quieter than ours but she did take away some ideas and one of which we have been trialling. We have a number of care homes and the prescriptions are collected by a variety of pharmacies and the homes themselves resulting in the home and pharmacies claiming one or other have mislaid the prescriptions. We now record all prescriptions for the homes and whoever collects them signs upon collection which has allowed us to record exactly where the prescription has gone and when. The staff that visited our surgery took away a number of ideas including how we deal with patients enquiries that need to go to a GP, prescription requests and telephone call handling. It was suggested that it would be better if the PPG invite other PPGs to the surgery to work with them in this way and share ideas but after discussion it was decided that this was our understanding of the PRG, to allow representatives to work together to develop the PPGs.</p> <p>III. JT informed the group that based on patient feedback the prescription drop off point will remain where it is (at the counter). Patients have commented that they are happy with this as the concern was the confidentiality of the temporary box. Staff also feel it is a better system.</p> <p>IV. We now have a clock in the front waiting area. The clock has been specially made and was purchased with money bequeathed by a patient.</p>	
	<p>AOB</p> <p>I. EJ raised the question as to whether he is correct that patients can see any doctor as although patients may prefer to see a particular GP everything is recorded on the computer so if another GP sees you s/he can see your history and what you may have discussed</p>	

	<p>previously. CH gave an overview on the process of recording consultations, how GPs record information differently from each other and in greater or less detail than each other but in essence consultations are recorded so that any other GP can see what has been happening/discussed. A discussion also took place around the referral process and how GPs in the Practice still meet daily and discuss/ask advice from each other about referrals and the best place to refer to etc. and any issues. It was commented that patients still don't really know what goes on a day to day basis and it was suggested that we create a document/information for patients around procedures. JT will discuss with Practice Business Manager and possibly Mrs Johnson who attended a previous meeting and expressed an interest in helping with Newsletters etc.</p> <ul style="list-style-type: none"> II. JT updated the group on CQC – we will not be visited in this quarter but will inform the group when we know when we will be visited. EJ told the group that whilst attending the hospital he had spoken to CQC who were inspecting the department at the time and he shared about his experience. A discussion followed on the process including an update on prescription collection at QMC. III. BW raised a query relating to Leicestershire trial involving a mental health nurse working with police to help defuse situations in order to prevent people with mental health problems being arrested etc. and wondered if there was any plans for a similar project in Nottinghamshire. CH explained that at the moment we have the crisis team and that the police can take people to a secure location but we are unaware of any partnership locally. It was suggested BW raises this with the police at her next meeting. IV. JT will remind all PPG members once we have confirmation that the PRG Chair and CCG representative will attend the next meeting and will remind PPG members of the meeting in the lead up to it in the hope that as many members will be able to attend as possible. <p>Minutes of the PRG meetings are available for all to view on the CCG website at http://www.nottinghamwestccg.nhs.uk</p>	
	<p>Next meeting date: Tuesday 10th November 2015</p>	