

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 11th April 2019 at the Surgery 2:00pm

Present:

PPG: Dave Zanker (DZ) (Chair) Mick Reeves (MRe)

Practice: Diane Alonzo (DA) Debbie Bradley (DB) Alison Briars(AB)
Dr Chotai (NC) Dr M Seewoodharry Dr Trayner(JT)

Apologies for Absence Sylvia Beck (SB) Carol Lincoln (CL) Nichola Pell (NP)
Mina Rodgers (MRo) Lesley Trivett(LT) Riz Ismael (RI)

Action

1	<p>Minutes of the last meeting</p> <p>The minutes of the meeting held 26thFebruary 2019 were agreed and signed as a true record.</p>	
2	<p>Matters arising from last meeting</p> <p>A clinical pharmacist reported as being recruited at the last meeting, is currently awaiting confirmation of funding from the NHS.</p> <p>The Glenfield Parish council, the Co-op and the Library have all agreed to display notices asking for new members for the PPG and promoting the HLH charity walk.</p> <p>New telephone system reporting facilities, the Practice will go through the reporting options with the PPG when all the issues have been resolved with the system providers.</p> <p>About 80% of our 14,000 patients have signed up for summary care record sharing.</p> <p>On 18th March Mick met with Dr A Tejani to discuss 'patient awareness events'. As this could be of benefit to the Glenfield patients, Dr Tejani will arrange for the event contact at the Groby Road practice to contact Mick to discuss further.</p>	<p style="text-align: center;">DA</p> <p style="text-align: center;">DA</p> <p style="text-align: center;">MRe/ RI</p>
3	<p>Practice staff update</p> <p>A Registrar, Dr M Seewoodharry joined the Practice on 3rd April and will be with us for 4 months.</p> <p>Two Physician Associates, Elisyha Thornton and Oliver Ford will be with the Practice until 18th April 2019.</p> <p>A small TV screen has been sighted on the reception desk advising patients of how to save time rather than queuing for the receptionist. It is proving successfully in reducing the queues.</p> <p>PPG Recruitment</p>	
4	<p>Lesley Trivett, a member of the Reference Group has asked to join the main PPG. Lesley is an advisor to the Care Quality Commission so should bring valuable experience to the group.</p> <p>Posters have been placed on the Parish Council notice boards and at the Co-op and Library asking for new members.</p>	

<p>5</p>	<p>PPG Survey</p> <p>The survey has been completed and comments sought from the PPG and the Reference Group. These will be collated and a report produced recommending actions to take forward with the Practice.</p> <p>One major disappointment was how few patients had completed the survey. This year, for the first time, the survey has been made available on the surgery website and to smart phones. It seems though that it needs an onsite presence to prompt patients into action.</p> <p>Amongst the points that have been raised from the survey results and need to be addressed are: more prominently advertise the available online services. (22.6% not aware), look at why appointments with preferred GP do not work well and when booking a telephone consultation to give an approximate time when this will happen. On the latter point, the Practice explained that the doctors work in different ways with their telephone consultations so it is not always easy for the receptionist to give an accurate time, but if a patients requests the call in say after 2pm then the Practice will endeavour to respect that. If the callback is not answered by the patient then an SMS text is sent to the patient advising them of when the doctor will try to contact them again and to make sure the patient has their phone switched on.</p> <p>Following discussion it was agreed that when the next survey is ready, patients would be notified by SMS text. The Practice would be able to reach about 13,000 patients this way.</p> <p>Three patients have requested training in the use of the online systems. Alison is contacting the patients to arrange training.</p> <p>Nichola was thanked for her work on the survey.</p>	<p>MRe</p> <p>MRe</p> <p>AB</p>
<p>6</p>	<p>Matters arising from Practice weekly meeting</p> <p>Nothing raised.</p>	
<p>7</p>	<p>Building works</p> <p>The alterations to the attic to create a more formal training room commenced on 3rd April and are progressing to plan.</p> <p>The installation of the automatic doors at the main entrance to the surgery will be carried out on 18th April so will be available after the Easter break.</p>	<p>DB</p> <p>DB</p>
<p>8</p>	<p>HLH Charity</p> <p>The Glenfield U3A will be walking the 3 Peaks challenge on 27th April. The U3A members have been emailed, nearly 400 people, to advise them of the walk and how to sponsor the charity. The rest of the walkers from the Practice, the Glenfield Dental Practice and some other individuals will be walking on 28th April. Richard Wood has asked for details of the walk and may join Dr Chotai. Mick advised the meeting that he was having some difficulty finding someone to lead the walk as 2 potential walk leaders will be on holiday and a 3rd one has an injury and is only likely to do a short part of the walk. Mick is confident that he will find 1 or more leaders. The U3A are covered, this only applies to the 28th April walk. Dr Chotai asked for confirmation of the walk details, meeting times and place etc. Mick will prepare a document for the walkers.</p> <p>The Easter hamper event will be drawn on 17th April.</p>	<p>MRe</p> <p>DA</p>
<p>9</p>	<p>Primary Care Network (PCN)</p> <p>Dr Chotai advised the meeting that the Glenfield surgery would be joining with other local</p>	

	<p>surgeries to form a PCN in May. Glenfield will be joined with Forest House Medical Centre, The Limes Medical Centres, Kingsway and Enderby Medical Centre. With a number of practices working more closely together patients will have increased opportunity to access services not available to them at their own practice.</p> <p>10 Lonely Patients</p> <p>A patient has asked if the surgery can produce a list of 'lonely patients' who might benefit from joining the Glenfield U3A. Prior to the meeting Mick had issued a document to the meeting participants explain the U3A and how this might work in practice. The meeting thought the suggestion to be excellent and some discussion took place to see if this could be extended to include younger people as the U3A is more geared towards older people no longer in full time employment. Mick agreed to pursue this further and it was suggested to involve Ben Addison who has a social worker background and relevant contact. Mick to feedback to the U3A and see if there are people who wish to get involved and to produce a leaflet which could be given to patients who the medical professionals believe would benefit from being involved with other organisation.</p> <p>11 Any other business</p> <p>None.</p> <p>12 Date of next meeting</p> <p>Next meeting will be held on Tuesday 11th June 2019 at 1:00pm</p> <p>The meeting closed at 3:20pm.</p> <p>Minutes approved:</p> <p style="text-align: right;">Chairman Date</p>	<p>DA</p> <p>MRe</p>
--	--	------------------------------------