

# THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

## Minutes of meeting held 15 July 2015 at the Surgery 6:30pm

**Present:**

Angela Appadoo (AA)	Richard Bowers (RB)
Andy Cereseto (AC)	Patricia Humphreys (PH)
Julia Jones (JJ)	Mick Reeves (MRe) (Chair)
Mina Rodgers (MRo)	Elke Rohn (ER)
Sue Worthington (SW)	
Angela Tilley (AT)	

**Apologies for Absence:** Diane Alonzo  
Hina Patel

### Action

<b>1</b>	<p>Mick opened the meeting by welcoming Pat Humphreys and Richard Bowers to their first meeting.</p> <p><b>Minutes of the last meeting</b></p> <p>These were agreed and signed as a true record.</p>	
<b>2</b>	<p><b>PPG Recruitment.</b></p> <p>Since the last meeting Richard Bowers has joined the group.</p> <p>One new member has been recruited to the Virtual PPG.</p>	
<b>3</b>	<p><b>Practice Staff Movements</b></p> <p>On 1<sup>st</sup> June, Dr Annette Durant Joined the Practice as a part-time GP and Dr Ajay Tripathi joined as a long-term Locum GP. The Practice now has 3 part-time GPs.</p> <p>The Practice has advertised for an additional GP.</p> <p>Dr Sandhu left on 26<sup>th</sup> May.</p>	
<b>4</b>	<p><b>Patient Experience Survey (PES) - actions</b></p> <p>Following the April meeting a consolidated action list was discussed with the Partners and it was agreed to pursue the following items:</p> <ul style="list-style-type: none"> <li>• <b>More publicity to be given to surgery times</b> – these are now published on the community screen in the ground floor waiting room, they are on the website, they will appear in the newsletter and it was agreed to ask local pharmacies and the Parish council to publish them. Parish council requested A5 sheets for their noticeboards.</li> <li>• <b>Heavy entrance doors</b> – awaiting maintenance man to adjust doors and put an air brick into the entrance lobby to reduce the vacuum effect between the 2 doors.</li> <li>• <b>Cluttered noticeboards in first floor waiting room</b> - these have now been 'tidied up'</li> <li>• <b>Use of TV monitors in waiting rooms</b> – Richard agreed to get involved with this and will arrange time with Angela T to test what can be done.</li> <li>• <b>Produce Newsletter</b> – see next item</li> <li>• <b>Blood pressure monitor in waiting room</b> – dropped at present due to cost</li> </ul>	<p>RB AC JJ AT</p> <p>AT</p> <p>RB AT</p>

	<p>Sue was heavily involved in the analysis of the PES and had commented that the questions should be re-worded. Sue was asked if she could do this and enlist other group members to assist.</p>	<p><b>SW</b></p>
<p><b>5</b></p>	<p><b>Newsletter</b></p>	
	<p>The latest version of the newsletter was accepted by the group.</p>	
	<p>Sue has obtained a Logo for the newsletter which will be forwarded to Richard to add the 'Glenfield Surgery Patient Participation Group' wording. Andy will take the newsletter and convert it to a publishing format and add the Logo. Printing costs will then be sought.</p>	<p><b>SW</b> <b>RB</b> <b>AC</b></p>
	<p>We are aiming to publish the newsletter on the website and in printed format by the end of July.</p>	
<p><b>6</b></p>	<p><b>Surgery Modifications</b></p>	
	<p>With the development of the Glenfield Park estate, it is expected that the Practice list will grow by about 1,000 new patients when all the houses are occupied. To deal with the expected increase in numbers, the Practice wish to extend the surgery into the detached house next to it. Plans have been drawn up to link the two buildings at first floor level with a covered walkway and then to convert the interior of the house to provide additional office space thus allowing 3 more consulting rooms in the main surgery. Some funding has been agreed in principle from the PCI (Primary Care Infrastructure) for part of the work and some section 106 money has also been agreed from Blaby District Council from monies provided by the developer.</p>	
	<p>Richard suggested that it would be worth the Practice seeking pre-planning advice from Blaby DC before submitting the plans formally. There is a small fee payable for this advice. Angela T to inform the Partners of this.</p>	<p><b>AT</b></p>
<p><b>7</b></p>	<p><b>Items for next Partner's meeting</b></p>	
	<p>Items to be discussed at the next meeting with the Partners will include:</p> <ul style="list-style-type: none"> <li>• Medication review</li> <li>• Recall system</li> <li>• Long term conditions follow-up</li> </ul>	
<p><b>8</b></p>	<p><b>Attendees for the next Partner's meeting – date to be agreed</b></p>	
	<p>Richard offered to attend the meeting with Mick.</p>	<p><b>RB</b> <b>MRe</b></p>
<p><b>9</b></p>	<p><b>Any other Business</b></p>	
	<p>Some discussion took place concerning provision of tests when the doctor has asked the patient to get something checked in say 2 months time and then made no record on their notes. How can the patient get the test carried out without revisiting the doctor? Mick to email Diane for an answer.</p>	<p><b>MRe</b></p>
	<p>Mina had been involved with some surveys with Healthwatch Leicestershire and updated the meeting with their findings.</p>	
	<p><b>Case Study – GP Quick Poll June 2015</b></p>	
	<p>Healthwatch Leicestershire launched our series of regular Quick Poll Surveys that are designed</p>	

to allow local people to quickly share their opinions and experiences with us via a short survey.

The initiative aims to give all our members an opportunity to tell us what they think about the various topics that will be discussed as part of the surveys

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Our first survey was based on GP Practices and received 240 responses (of which 91 were postal responses).

The key common themes that respondents spoke about were:

**1. Care, Compassion and Culture**

**2. Flexible, family friendly access**

We found that 1 in 5 patients was 'not at all satisfied' with the booking appointment system at their practice.

Also that on a scale of 1 to 7, patients rated the compassion at their Practice as 5.25.

We also found that some patients are still experiencing lengthy waiting times for appointments and limited opening times

Patients have commented that to reduce having to take time off work and school, opening hours need to be flexible around normal working hours.

Patients told us that GPs even within the same practice, display various scales of compassion and interest in their or their family member's symptoms. Communicating back to patients exactly why certain actions, if any, have been taken regarding their care, is key.

**10 Date of next meeting**

Next meeting will be held on 7 October 2015 at the surgery commencing at 6:30pm.

The meeting closed at 8.10pm.

**Minutes approved:**

**Chairperson**

**Date**