

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 7 October 2015 at the Surgery 6:30pm

Present:

Andy Cereseto (AC)	Richard Bowers (RB)
Patricia Humphreys (PH)	Julia Jones (JJ)
Mick Reeves (MR) (Chair)	Elke Rohn (ER)

Diane Alonzo (DA)
 Dr N Chotai (part)
 Angela Tilley (AT)

Apologies for Absence: Hina Patel, Mina Rodgers, Helen Walton, Sue Worthington

Action

1	<p>Minutes of the last meeting</p> <p>These were agreed and signed as a true record.</p>	
2	<p>Practice Awareness briefing</p> <p>Dr Chotai gave a briefing to the PPG to help raise the awareness of how the Practice operates.</p> <p>Structure</p> <p>GP surgeries fit into a hierarchy where it carries out the policies set in Parliament. Within Parliament there is a Health Secretary who oversees the Department of Health. The Department of Health is responsible, amongst others, for NHS England. NHS England then has a number of Clinical Commissioning Groups (CCG) across the Country. Our GP Practice is part of the East Leicestershire and Rutland CCG (ELRCCG) and within that comes under Blaby and Lutterworth Locality.</p> <p>So from all that Parliament sets health policy and the CCGs implement the policy through GPs, Opticians, Dentists, hospitals and other health and Social Services. GPs have their contract with the CCG.</p> <p>The CCGs have Board members some of whom are GPs.</p> <p>Funding</p> <p>The GPs budgets are held by the CCGs. The amount each Practice is allocated depends on a number of factors including location, age of the patient list (more money is allocated for the very old and very young) as well as historical factors. The money allocated per patient is a fixed amount so if you visit the doctors once a year or 15 times the Practice will just receive the annual fixed amount. Contrast this with hospitals who are paid for each patient visit. So if someone visits the hospital 6 times a year then the hospital will raise invoices for each visit and procedure carried out. They will then receive payment from the CCG. The invoice amount will vary depending on the type of treatment given to the patient.</p> <p>A few years ago, on average patients visited the GP 3.5 times a year, now it is between 5.5 – 6 times a year. An increase of around 60%. Over the same period funding to GPs has been reduced by 10%. This increased workload and reduced funding helps to explain some of the</p>	

	<p>difficulty patients have in trying to see their GP of choice within a day or two of phoning for an appointment. How can the patients help. If more patients were prepared to accept telephone consultations then this would reduce workload on the doctors.</p> <p>One final point made by Dr Chotai is the power the patient has to effect change with the CCG. He believes that a patient writing to the CCG carries about 10 times the weight of a GP writing in.</p> <p>Overall an interesting and illuminating briefing. We hope other partners will be able to attend future meetings to cover more issues faced by the Practice. Dr Chotai was thanked for his attendance.</p> <p>3 Election of Chairperson</p> <p>Richard had expressed interest in becoming Chairman and as no one else wished to stand he was duly elected.</p> <p>4 Election of Secretary</p> <p>No one in the group has expressed an interest in becoming Secretary so Mick agreed to continue carrying out the role until someone else can be found. As he has been joint Chairman/Secretary for the past 2 years he would agree with Richard which tasks fell into each role.</p> <p>5 PPG Recruitment.</p> <p>Since the last meeting Helen Walton has joined the group but was unable to attend this meeting.</p> <p>Three new members have been recruited to the Virtual PPG.</p> <p>6 Practice Staff Movements</p> <p>Dr Dover joined the Practice as a salaried GP and will work Monday am, Wednesday am and all day Thursday.</p> <p>A Receptionist joined the Practice on 1 September and the recruitment for an apprentice is underway.</p> <p>Jackie Jarvis leaves the Practice on 23 October and Mary Carr (nurse) has joined to cover the Monday evening surgery.</p> <p>Two GP registrars will join the Practice in December on 12 month contracts.</p> <p>Dr Ahmad GP and Dr Al-Taei GP Registrar will shortly be going on maternity leave.</p> <p>7 Suggestion Scheme</p> <p>A suggestion had been made to play music in the ground floor waiting room so that other patients could not hear discussions taking place at the Reception desk. The group were not in favour of pursuing this so the suggestion will not be taken forward. The patient who submitted the suggestion did not leave any contact details on the form so we are unable to give them anymore feedback.</p>	<p>RB/ MR</p>
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<p>8</p>	<p>To Do List.</p> <p>Heavy doors – awaiting maintenance man to pursue.</p> <p>TV monitors – ground floor in operation. Settings to be adjusted to keep information on the screen longer and to prevent the system timing out. First floor waiting room – awaiting laptop and shelving.</p> <p>Blood pressure monitor – an application for this and other equipment is being made to Blaby Council to see if funding can be obtained from 106 monies from the Glenfield Park allocation.</p>	<p>AT</p> <p>AT</p> <p>AT</p>
<p>9</p>	<p>Premises Alterations progress</p> <p>Angela informed the meeting that planning permission has been given with 4 conditions attached. These were being included into the plans and/or being dealt with. The plans have been sent out for tender. The project timescale is to have the alterations completed by end of March 2016.</p>	
<p>10</p>	<p>Patient Experience Survey 2015/16</p> <p>Sue has modified the last Patient Experience Survey form. This has not yet been reviewed by the rest of the group. Angela has a copy and will forward it to Mick to circulate to the group for comment.</p> <p>In terms of timescale we need to have the survey available for use in December and January leaving February and March 2016 free for analysis and publication.</p>	<p>AT/ MR</p>
<p>11</p>	<p>Newsletter – February 2016 edition</p> <p>Mick to produce an initial draft for the PPG and Practice to comment on and add to. To enable a February 2016 publication date the newsletter content needs to be agreed by end of 2015.</p>	<p>MR</p>
<p>12</p>	<p>Items for next Partner’s meeting</p> <p>Items to be discussed at the next meeting with the Partners will include:</p> <ul style="list-style-type: none"> • How can the PPG help you? 	
<p>13</p>	<p>Attendees for the next Partner’s meeting – date to be agreed</p> <p>Elke to attend with Richard.</p>	
<p>14</p>	<p>Any other Business</p> <p>A problem had arisen with a receptionist over the procedure to be followed for holiday vaccinations. Diane to ensure that reception staff are clear on the procedure to be followed.</p> <p>Pat asked if the Practice could publicise the Glenfield U3A.</p> <p>“U3As (University of the Third Age) are self-help, self-managed lifelong learning co-operatives for older people no longer in full time work, providing opportunities for their members to share learning experiences in a wide range of interest groups and to pursue learning not for qualifications, but for fun.”</p> <p>This was agreed as something that the Practice would be happy to do. Pat to provide posters.</p>	<p>DA</p> <p>PH</p>

<p>15</p>	<p>Those members of the group who had received their flu jabs this year congratulated the Practice on how slickly and promptly the vaccinations have been given.</p> <p>Andy proposed a vote of thanks to Mick for carrying out the Chairman and Secretary roles for the past 2 years.</p> <p>Date of next meeting</p> <p>Next meeting will be held on 13 January 2016 at the surgery commencing at 6:30pm.</p> <p>The meeting closed at 8.25pm.</p> <p>Minutes approved:</p>	<p>Chairperson</p> <p>Date</p>
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