

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 22 April 2015 at the Surgery 6:30pm

Present:

Angela Appadoo (AA)	Andy Cereseto (AC)
Mick Reeves (MRe) (Chair)	Elke Rohn (ER)
Mina Rodgers (MRo)	Penny Wilson (PW)
Sue Worthington (SW)	
Diane Alonzo (DA)	Angela Tilley (AT)

Apologies for Absence: Julia Jones
 Pat Humphreys
 Hina Patel

Action

1	<p>Mick opened the meeting by introducing Angela Appadoo, Elke Rohn and Penny Wilson, new PPG members. Pat Humphreys has also joined PPG but was unable to attend this meeting.</p> <p>Minutes of the last meeting</p> <p>These were agreed and signed as a true record.</p>	
2	<p>Matters arising</p> <p>No matters arising.</p>	
3	<p>PPG Recruitment.</p> <p>Since the last meeting Jane Boys has resigned and Angela Appadoo, Pat Humphreys, Elke Rohn and Penny Wilson have joined the group.</p> <p>Additionally 5 members have been recruited to the Virtual PPG.</p>	
4	<p>Practice Staff Movements</p> <p>Dr Sandhu will be leaving the Practice in May and recruitment of a replacement is underway.</p> <p>A Registrar joined the Practice on April 1st for a 4 month period.</p>	
5	<p>Patient Experience Survey (PES)</p> <p>The Patient Experience Survey was completed by a number of patients during December 2014 and January 2015. The results were analysed by Sue Worthington and comments and actions added by the PPG. The PPG will now seek agreement with the Practice on the action plan. The survey will then be published on the website and the waiting room noticeboards. The PPG will monitor the action plan.</p> <p>One comment raised was the possibility of a children’s play area. The idea of a book bin had also been suggested. After discussion it was decided not to pursue either suggestion because of Health and Safety concerns and the impracticality of cleaning the toys/books.</p> <p>The Practice placed on record their thanks to the PPG for their work on the Survey.</p>	

	<p>Discussion took place on the format and frequency of the survey. It was agreed that the format and possibly the frequency of the survey should be reviewed. It was also felt that it may be better for the PPG to attend the surgery and help patients complete the survey instead of just handing them out as is the current practice. It was found that a significant number of surveys were not completed and returned.</p> <p>A small group will be formed to review the PES.</p> <p>In January 2015, Leicestershire Healthwatch carried out a survey at the Practice. Their report and recommendations were compared to our PES actions to ensure that they were consistent. They were.</p> <p>One of the recommendations of Leicestershire Healthwatch was to make use of the monitors in the ground floor and first floor waiting rooms. Some investigation has taken place and a significant sum would be required to make them 'operational'. It was felt that we should remove them and develop the use of the Community screen in the ground floor waiting room.</p> <p>One of the concerns raised in both our survey and Leicestershire Healthwatch's visit, was the difficulty that patients have in getting through by telephone at peak times. Since the last meeting, an additional telephone line and PC have been installed. This has allowed the Practice to have another staff member available to take calls at busy periods. Feedback suggests that this has improved the situation. This will become clearer in future surveys.</p>	MRe
6	<p>Newsletter</p> <p>Mick has produced a rough draft newsletter which was discussed for format and content.</p> <p>It was agreed that the newsletter should be headed up to clearly show that it is the PPG's newsletter. A few more points will be added into it and the Practice was asked to provide some input from the Doctors. Mick will continue with the wording and once agreed Andy will work on the format to hopefully produce a professional looking newsletter.</p> <p>The question of a logo was raised and Sue offered to pursue this with one of her contacts.</p>	AC/ MRe SW
7	<p>SMS text messaging</p> <p>This facility is used to remind patients of their appointments. However, there is a problem with the way the system handles telephone appoints which makes it impractical to use it for general surgery appointments.</p> <p>The system is currently funded by the NHS but this will end in September 2015. The Practice are waiting to hear how much they will be charged post September for the facility.</p> <p>It was agreed that the SMS text messaging system will only used for special clinic appointment reminders, such as immunisations, until the Practice know the costs involved post September. At that time a decision will be made to fully implement the system or not.</p>	
8	<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"> • Agreement of the PES • The newsletter • Actions from the PES, the Leicestershire Healthwatch report and the 'To Do' list will be consolidated. The aim is to decide which items will be progressed and those which will not. 	

<p>9</p>	<p>Attendees for the next Partner's meeting 30 April 2015 at 2:15pm</p> <p>Angela A offered to attend the meeting with Mick.</p>	
<p>10</p>	<p>Any other Business</p> <p>Home visits clarification – the Practice said that doctors will make home visits to patients. Home visits are made dependent upon the patients individual circumstances</p> <p>Medication reviews – there is an integrated care team who will visit patients and discuss their medication. If this team feel changes to medication are required, then they will feed this back to the Practice for discussion with the GP. All patients have their medication reviewed by the Practice annually. It was asked that if changes are made to medication that patients are informed of this.</p> <p>Follow-up after hospital discharge. The hospital sends a discharge letter to the Practice so that they are aware a patient has been hospitalised. Staff at the Practice will contact patients to determine follow-up, home visits etc. needs.</p> <p>A large display board has been delivered to the Practice detailing information about Minor Injury Services. All at the meeting found the wording to be confusing and it was agreed that both the Practice and the PPG would write to the Clinical Commissioning Group (CCG) expressing their concern over the wording.</p> <p>Post meeting note: Angela T spoke to the CCG who said that the display board had been sent to all Leicestershire and Rutland Practices and that no one else had raised the issue. If patients have any queries then Reception will clarify this with them.</p>	<p>DA</p> <p>AT/ MRe</p>
<p>11</p>	<p>Date of next meeting</p> <p>Next meeting will be held on 15 July 2015 at the surgery commencing at 6:30pm.</p> <p>It was noted that Mina will not be available for this meeting.</p> <p>The meeting closed at 8.10pm.</p> <p>Minutes approved:</p> <p style="text-align: center;">Chairperson Date</p>	

