

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 31 May 2017 at the Surgery 1:00pm

Present

PPG: Angela Appadoo (AA) Mick Reeves (MRe) (Chair)
Mina Rodgers (MRo)

Practice: Diane Alonzo (DA) Debbie Bradley (DB)
Riz Ismael (RI)

Apologies for Absence: Ken Russell Dave Zanker

Action

1	<p>Minutes of the last meeting</p> <p>The minutes of the meeting held 16 December 2016 were agreed and signed as a true record on 13 April 2017.</p>	
2	<p>Matters Arising from last meeting</p> <p>None.</p>	
3	<p>PPG/Practice engagement</p> <p>The PPG had raised some concerns with the Practice over the lack of involvement from the Practice in particular from the Partners. After discussion with the Partners and the Practice management it was agreed that quarterly meetings would be held at which the Partners would attend and between these meetings a PPG meeting would be held with the Practice management with Diane, Debbie and Riz Ismael (Office Supervisor) in attendance. In addition the Doctors meet on a weekly basis and with effect from 25 May 2017 the minutes of this meeting will be sent to Mick.</p>	DB
4	<p>PPG Constitution</p> <p>A Constitution for the PPG was circulated prior to the meeting and apart from a grammatical change, this was accepted by the meeting. The Constitution sets out minimum attendee numbers for the meetings. Mick asked the Practice to arrange for the Constitution to be loaded to the website and to the notice boards in the waiting rooms.</p>	DA/ DB
5	<p>PPG Scope and Objectives</p> <p>This document had also been circulated for comments prior to the meeting and was accepted by the meeting. Mick asked the Practice to arrange for the Scope and Objectives document to be loaded to the website and to the notice boards in the waiting rooms.</p>	DA/ DB
6	<p>Practice update</p> <p>Two apprentices will be joining the Practice on 12th July, Rai Hansrani & Zaheer Dadu for 12 months.</p> <p>Geeta Rav, receptionist joins the Practice on 5 June and will work from 1pm to 6pm Monday to Friday.</p>	

	<p>Rizman Ismael has been promoted to Office Supervisor to replace Alison Briars who has moved to the role of Practice Claims Officer and administration.</p> <p>Mary Williams joins on 3 July as a nurse practitioner and will be responsible for seeing 'on the day' urgent appointments, Mon - Fri am and pm.</p> <p>Dr A Tejani will be on holiday for 1 month in the summer. During his absence Dr Ahmad's husband will be providing cover.</p> <p>We wish them every success in their new roles.</p> <p>The Practice have requested that patients telephone for test results between 11am and 2pm each day to try to reduce the number of people telephoning in the very busy first 2 hours of each day.</p> <p>The new staff uniforms have been ordered but unfortunately the supplier is out of stock so delivery will be about 4 weeks. The staff photos to go on the waiting room walls will be done after the new uniforms are available. The PPG agreed for their photos to also be displayed.</p> <p>A new 'Self-Referral System for Physiotherapy' treatment begins on 1 June. If a patient is recommended for physiotherapy by a GP or wishes to recommend themselves for treatment, then they should ask reception for a Physiotherapy Self-Referral Form. The completed form should be sent to Glenfield Hospital. The hospital will contact the patient to discuss the problem and then arrange for treatment if deemed necessary. Waiting times are within 2 weeks for acute problems and 4 – 6 weeks for routine treatment. The system will be reviewed after 3 months.</p> <p>TICKS, the NHS ultrasound service which visits the Practice for half a day once a fortnight, has changed its name to Diagnostic World.</p> <p>Male patients, aged 65, are to be invited to be screened for an aortic aneurysm. Patients are strongly advised to attend for this screening as aortic aneurysms often prove to be fatal.</p> <p>To make more effective use of GP time, the Practice is trying to increase the number of telephone consultations carried out. As a rough indication, two telephone consultations can be completed in the time it takes to see one patient face to face.</p> <p>The private osteopath, who took some consulting room time from the Practice, has increased the number of sessions he holds each week.</p> <p>Mina asked if there were any areas that the PPG might be able to offer assistance to the Practice. Practice to give consideration to this.</p>	
7	<p>PPG update</p>	DA/ RI
	<p>The PPG is short of numbers and would like to increase its membership. Discussion took place about this and suggestions included handing out flyers with appointment slips and an open evening. It was also noted that w/c 19 June is PPG awareness week and a pack has been prepared by N.A.P.P. and is available on their website. Angela and Mina were asked to work with Diane and Debs to see what could be developed to help recruitment and to raise patient awareness of the PPG during 'Awareness Week'.</p>	AA MRo DA DB
8	<p>Annual survey</p>	
	<p>The Annual Survey has now been completed and loaded to the Practice website and displayed</p>	

The Glenfield Surgery Patient Survey

February 2017

Below are the feedback comments, to the survey, from the Practice

This feedback will be used to monitor progress on comments where action is required

PRACTICE FEEDBACK TO SURVEY/REPORT

Several negative comments about reception staff being rude 31 May 2017	All comments are taken seriously and discussed at weekly staff meetings along with "Friends & Family" comments we ask patients to complete. Surprised to hear some of the comments as 90% of comments left through family and friends are very positive with lots of patients saying that they would recommend us highly. As comments are discussed weekly no further action planned.
Continuity of care 31 May 2017	Continuity is important for patient safety and efficiency of care. The practice wants to encourage continuity. As a result we are increasing the number of telephone appointments to allow greater access to the Dr caring for a patient during an episode of illness. No further action until impact of increased telephone appointments is known.
Repeat prescription service - dreadful 31 May 2017	Surprised to hear this. Our general impression is the system is working well. "Vulnerable" patients are allowed for. Very little in the way of negative comments directly received by the practice. If patients are experiencing significant hardship with the ordering process they should raise their concerns with the practice. Procedures are in place to permit ordering repeat prescriptions through their pharmacy. This change was instigated by the CCG and the practice is only carrying out instructions given to them.
Scruffy waiting rooms/too many notices/poor décor/heavy doors 31 May 2017	<ul style="list-style-type: none">• The practice is actively looking at electronic doors.• Notices on boards in waiting rooms will be reviewed.• Redecoration planned in the next 12 months. The architects are looking at refurbishing the foyer area

	<p>including the installation of electronic doors. The practice notices and notice boards are being reviewed and tidied up. Quotes are being sought for redecoration.</p>
<p>Telephone service before 10am – never able to get through.</p> <p>Long message does not help.</p> <p>31 May 2017</p>	<p>Busy lines. We are reviewing processes so patients with queries are dealt with between 11am and 2pm, so allowing telephone access for appointments at busier times.</p> <p>Message is to give patient as much information as possible with regard to booking their appointments and being directed to the appropriate clinician.</p> <p>Busy telephone lines at the beginning of the day are a problem that most surgeries suffer from across the country and we are no exception to this. If patients have access online, then they can book appointments through the surgery website. Please ask at reception for details. Alternatively, if it is possible to telephone later in the day then evidence shows that patients get through more easily.</p> <p>Recorded messages are kept as short as possible. The practice has been asked to see if an option can be provided to enable patients to by-pass the message.</p>
<p>Waiting time to see a specific doctor – two week rule difficult for follow-up appointments</p> <p>31 May 2017</p>	<p>Increased telephone access should make follow up appointments easier.</p> <p>If your GP asks you to see them for a follow up appointments more than 2 weeks in the future, then your GP can make appointments more than 2 weeks in advance.</p>
<p>Lack of hand gels around building</p> <p>31 May 2017</p>	<p>Practice will look at purchasing hand gel dispensers for waiting rooms and booking in machine.</p> <p>Additional hand gels have been acquired.</p>
<p>List of doctors and management and brief resume should be available on waiting room walls</p> <p>TV should have locums and registrars updated on a regular basis</p>	<p>Photo and name of staff to be put up in waiting room</p> <p>Locums are not added to the TV screens due to availability changes monthly.</p>

<p>31 May 2017</p>	<p>Staff photos will be taken after the new uniforms have arrived. Expected to be done in July. PPG have also been asked to have their photos put on the waiting room walls.</p>
<p>High chairs to be purchased in waiting room</p> <p>31 May 2017</p>	<p>Practice working with PPG to purchase these.</p> <p>Discussions ongoing between the practice and the PPG to identify the most suitable chairs for use of patients who have difficulty getting into and out of seating positions.</p>
<p>Advertise services more i.e. physio, lets-talk etc.</p> <p>31 May 2017</p>	<p>Only self-referral services are being advertised on TV screens. Private services to be advertised by providers.</p> <p>No further action planned. If patients feel that other services should be advertised then they can ask reception to make the Patient Services Manager aware, or complete a suggestion scheme form and leave in the PPG suggestion box in the ground floor waiting room.</p>
<p>Disabled Parking</p> <p>31 May 2017</p>	<p>Further disabled parking spaces were added in April 2016. The practice now provides 3 disabled parking spaces.</p> <p>Additional disabled parking was created when the 'bridge link' was built in April 2016. The practice only has the space that it has for car parking and there will be times of the day when it is difficult for any patient to find a spot. No further action planned.</p>
<p>Constantly changing procedures</p> <p>31 May 2017</p>	<p>To be discussed further</p> <p>A number of changes are made from time to time. The practice look at how they offer an ever increasingly busy service and see if it can be offered more effectively and efficiently. Changes are also imposed on the practice by outside bodies such as the Clinical Commissioning Group (CCG). If patients do not understand the reason for a change or can see areas where improvements could be made, then they can make their views known to the Patient Services Manager or to the PPG through their suggestion scheme. The monthly newsletter often contains information about forthcoming changes. This is available on the PPG notice boards in the waiting rooms and on the surgery website. You can also request a copy to be emailed to you each month. Complete a request form and leave in the PPG Suggestion box.</p>