

MERRIDALE PATIENT PARTICIPATION GROUP

Minutes of meeting held on 10th July 2014

Present	Apologies Sent
Jay Champaneri	Angela Bailey
Reverend Joseph Suray (Chair)	Terry Parker
Raj Mann	Jill Smith
Marianne Draycott	
Vin Davda (Secretary)	
Alan Gledhill	Did not attend
David Smith	Olga Dmochowska-Korzekwa
Stephen Ashmore	Jan Butlin
Helen Rhodes	Viktoria Petrikaite
Dr Tew	Carl Porter
Cara Morgan	
Jayne Giulianotto (guest)	
Andy Lane (guest)	
Total 13 attendees	

NB Action points are denoted by ▲

1. **Minutes and matters arising from the previous meeting**

The minutes from the previous meeting were discussed and agreed

2. **Update issued on 4.7.14** (i.e. before the meeting) by Cara –copied in below *in italics* merely for reference

Pre-meeting update

1. **Andy Lane (our new Mental Health Practitioner)** started as planned on 30.6.14. Andy will be attending some of the meeting to introduce himself to you all (as requested at the last meeting)
2. **Another Nurse Practitioner** will be joining the Practice next month
3. **The option to order repeat prescriptions 'on line'** via our website is now available (once the patient concerned has provided proof of ID and obtained their unique user ID and password from main reception An update about online 'traffic' and usage will be provided at the meeting if time allows)
4. **Self check in arrangements** -we are anticipating having a new, functioning, more sophisticated self check in facility within the next few weeks
5. **Saturday morning appointments have been launched** (per my e-mail to you all on 21st May) along with specific appointment slots on Mon/Tuesday evenings for patients who have genuine work commitments. An update about these new appointments (and required 'tweaks' will be covered at the meeting)

6. **Newsletter in August** -We are keen to issue a long overdue MMC Newsletter in August/early September so please give some thought to any specific topics you think it ought to be included (we already have quite a long list as lots of changes have been occurring over the last few months as you are all aware)
 7. **Staffing changes** : We are currently advertising for an experienced medical receptionist to join the busy reception team. We also have a person starting on 21st July as Reception Team Leader.
 8. **Work is in progress** to gradually enhance the information on the new media screens (which have some limitations currently) and we are continuing to further develop our website
 9. **Appointments** -We are continuing to have very positive feedback about the extended appointment options which we now offer -some patients have even remarked that there is now almost too many choices .We are keen to review the information which we provide by simplifying it so that patients are clear about the choices they have balanced with some reasons added in so patients understand why the reception team have to follow certain guidelines in order to maximise appointment availability for everyone
3. **Welcome to both guests.** A warm welcome was extended to Jayne Giulianotti (Locality Support Officer at Leicester City Commissioning Group -CCG). Jayne expressed her thanks to everyone for allowing her to sit in on the meeting to find out more about how a typical PPG meeting is conducted.

Andy Lane (Mental Health Practitioner) was also welcomed and later on in the meeting Andy provided a brief overview about his role and extent of his experience dealing with a wide range of mental health problems. He explained that he assists patients who may be experiencing a variety of difficulties which may be affecting their general mental well- being and can also provide some emotional and social support and/or signposting to relevant organisations

RT explained that Andy had been asked to join the Practice as it was recognised that there is an increasing demand for mental health services and support. RT said that it is a great help having Andy here holding clinics as this is expected to help to reduce the waiting time for patients who are waiting for assessments and it should also help to free up some of the GP appointments with patients being booked in with Andy instead if they have problems relating to their mental well being. CM commented that patients have already provided very positive feedback about Andy.

4. **Appointment of a new PPG Chair**

Following the last PPG meeting, a notice had been displayed on the PPG noticeboard within the main reception area, publicising the current vacancy. Anyone who may be interested in taking on the role was asked to contact CM in the first instance, no later than 13th June. No one had come forward other than 2 PPG members (SA +RM) both of whom had indicated that they would like to be considered for the role. At the start of the meeting they both confirmed their interest in becoming PPG Chair. All of the PPG members present then discussed and decided upon the most appropriate process to enable a fair and prompt decision to be reached. SA and RM each spoke briefly to the group about why they were keen

to undertake the role and what aspects they considered to be of particular relevance. They both then left the meeting room whilst the remaining PPG members discussed both candidates. (RT, HR and CM -and the guests JG and AL) stressed that they would not contribute towards the discussions nor would they cast a vote as it was important that they remain impartial.

The consensus amongst all of the PPG members present was that SA and RM were both strong and admirable candidates so it was acknowledged that it was a difficult decision. Everyone agreed that despite this fact it was important that votes be cast so that the new Chair could be appointed without delay. Votes were then cast (solely by the PPG members who were present) and counted by JS in front of everyone after which both candidates were asked to return to the meeting.

JS then announced that it had been very close but SA had been nominated as the new Chair with effect from the next meeting. RM and everyone else congratulated SA. RM was also thanked for having put his name forward. It was agreed that the duration of PPG chair would be for a 2 year period. The rest of the meeting's business was then resumed but not until JS was also thanked for having undertaken the role so effectively and with great enthusiasm.

5. Questions about update

a) Self- check in

AG asked if the new self- check in screen being ordered had wireless connectivity. CM confirmed this to be the case and explained that although it hadn't been used wirelessly as yet at other Practices locally, it was likely that once installed, that functionality would be tried (as it would enable the new screen to be located in a more practical location within main reception). Views were obtained about where it ought to be placed and preferences were then noted and will be borne in mind when the location is being decided (after seeking advice from the IT system support team) RM asked what proportion of patients tend to use the self- check in (when it is working). CM said it varies depending on types of clinics etc but ideally 75% or more of patients will hopefully become accustomed to using the new screen once it has been installed –particularly if it is sited in a more convenient position. CM also commented that understandably, quite a few patients had expressed disappointment about the present problems with the self- check in system which regrettably has resulted in unnecessary queues at the front desk. It is anticipated that this will be a short term problem now that the arrival of the new screen is imminent

▲ CM to inform PPG once the new self- check in screen is up and running

b) Saturday morning appointments

Several PPG members commented that offering these appointments is a very positive development. CM explained that the initial uptake by patients who work during the week has been slow to begin with (despite these appointments being actively promoted) so for the time being these appointments can be pre-booked by any patients up to 2 weeks ahead. It is envisaged that these will remain as pre-bookable NOT same day appointments.

Appointments generally -MD commented that appointment availability had improved 100% with lots of options now for patients –other PPG members also echoed this. RT commented that it was good to note that the various changes which had been made regarding appointments (after careful consideration and lots of hard work) was appreciated by patients as the aim has been to improve the system whilst ensuring that there remains a suitable range of same day appointments for urgent matters which need dealing with that day.

6. Any other business

- a) GP vacancy – RT explained that efforts are continuing to recruit up to 2 permanent GP's to boost the number of salaried GP's as continuing to have locums is not necessarily cost effective .RT also advised that 1 x female GP was about to resume some clinics here (following her maternity leave) which would help too. VD asked whether availability of consulting rooms might be a problem. RT/CM confirmed that this was certainly the case as the 18 consulting rooms are in use most of the time with very few times when there is a free room so this takes some juggling and presents other limitations too. RT also explained that the aim is to continue providing a range of different services within the Practice so there is an ongoing need to offer the usage of consulting rooms to other service providers when feasible to do so.
- b) Doors -A question was raised about the door mechanisms to both consulting room corridors as to whether there could either be a push button to open or an automatic door to assist mums with child buggies and wheelchair users. RT advised that these have to remain closed as part of the fire regulations but options for easier opening can be mentioned at the next liaison meeting with the landlord. The building would have had to be fully compliant with the DDA/accessibility and building regulations at the time it was designed and built however the difficulty with the doors had already been raised by a wheelchair user in the past and had been flagged up previously at a meeting regarding these premises.CM advised that there are a number of premises related matters which Vicki /CM were liaising with others about currently. PPG members will be updated on any relevant matters.
- c) Receptionist vacancy -JS asked if it was correct that there is currently a receptionist vacancy. CM confirmed this to be the case and explained that the vacancy had been re-advertised as generally there are a lot of medical receptionist vacancies in circulation at the moment. CM anticipated that the vacancy would be filled shortly –with thanks in the meantime to the present reception team members for continuing to cover and ensure that a good service is being maintained (despite the team carrying the vacancy and it being peak time for annual leave).
- d) Parking problems –RM asked if there had been any progress with regard to parking enforcement for those patients who inappropriately use the car parking facilities and/or the designated disabled spaces. CM updated PPG members about having been alerted by the reception team several times and occasionally by patients about misuse particularly of designated disabled bays. CM had liaised directly with the drivers of those vehicles at the time. The problems with car parking are also to be mentioned at the next liaison meeting with the Merridale pharmacy along with any relevant patient feedback.
- e) Jayne and Andy thanked the PPG members again for inviting them to join this particular meeting .They said that they had found the meeting interesting and

were pleased to have met the PPG members. Jayne said that it was helpful for her, as at the previous AQR (Annual Quality Review) meetings at the Practice, the subject of 'PPG' is covered so she has now gained a greater insight which will help in her role at the CCG

7. Thanks to Joseph

As this was Joseph's last PPG meeting as Chair, RT presented him with a card and gift voucher to thank him on behalf of everyone in the PPG and at the surgery for all his help as PPG Chair for over 3 years.

JS said that it had been a pleasure and it was great to see the Practice's very positive direction of travel with some wonderful developments which have helped to provide a much improved patient experience. JS said it is good that lots more good things are being planned. JS confirmed that he had thoroughly enjoyed being involved and conveyed his best wishes and thanks. Everyone wished JS the very best for the future.

8. Next meeting

It was decided by the majority of people present that the next meeting would be better to occur on a Tuesday rather than a Thursday. The date of the next meeting was therefore agreed as **Tuesday 9th September 2014 at 12.15pm.**

- Terms of reference was agreed as the main agenda item at that meeting
- An additional agenda item will also be the 2014/15 PPG Action Plan. This needs to be agreed (and then publicised) focussing on 3 key priority areas (which is a standard requirements in respect of Patient Participation Groups)
 - *The current versions of both documents are available on the Practice's website (under Patient Participation Group/PPG documents)*

VD kindly offered to do the minutes next time as CM won't be at that meeting.

Everyone was thanked for their input –the meeting ended at 1.20pm

Cara (30.7.14)