

MERRIDALE PATIENT PARTICIPATION GROUP

Minutes of meeting held on 12th November 2013

Present Rev Joseph Suray, Jan Butlin, David Smith, Marilyn Draycott, Angela Bailey, Jay Champaneri, Vin Davda, Olga Dmochowska-Korzekwa, Viktorija Petrikaite, Marianne Hancock, John Brennand, Helen Rhodes, Dr Tew, Cara Morgan

Apologies Terry Gray, Raj Mann, Terry Parker, Carl Porter, Gill Smith

Joseph welcomed everyone to the meeting including 2 new members (Olga & Viktorija). The minutes from the previous meeting were then agreed and any matters arising were discussed.

1. Update issued on 7.11.13 by Cara (i.e. before the *meeting copied in below for reference*)

a) NHS 111 service

As of 5.11.13 the new NHS 111 service is now available to all of our patients 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones-just dial 111. This NHS 111 service replaces NHS Direct and our former out of hours service. Patients should therefore dial 111 if medical help or advice is needed when the surgery is closed, other than when it is a 999 emergency. When ringing NHS 111, a trained adviser will ask questions to find out what is wrong, give medical advice and direct the caller to someone who can help like an out of hours doctor or a community nurse. NHS 111 uses Type Talk for people who are hard of hearing and has interpreters available for callers who do not speak English. NHS 111 can be rang from anywhere in England. Only time will tell what impact the launch of this new service will have but we will be closely monitoring demand generated via this NHS 111 service to ensure that we can continue to meet patients' needs

b)CQC inspection

Our CQC inspection was carried out on 8th October. We are now in liaison with the CQC inspectors prior to them finalising their report.

c) Comment cards

Since we introduced the comment cards (in the format agreed with the PPG members) these cards have proved to be very popular with some very useful feedback being provided. Examples of the feedback we have received so far (appropriately anonymised) will be discussed at the next meeting

d) New GP's

We are pleased to advise that our new female GP (Dr Alizadeh) joined the Practice on 21st October. We have received some very positive comments about her so far. As of this month, we also have another GP, Dr Tripathi who will be here Thursdays and Fridays. He is multi lingual which has already proved to be useful. In addition, we are anticipating having another GP join the Practice shortly. The boosting of GP resources will enable us to gradually increase the extent of GP prebookable appointments and will help us to conclude lots of other aspects as part of our comprehensive appointment review (as discussed at previous meetings)

e) Our new website

We have had very positive feedback so far about our new website and the number of visitors to our new site has increased significantly since its first launch.

f) Pharmacy First

We are actively promoting Pharmacy First (by way of posters -messages on our phone system and also information on our website). This is a very useful service which certain local pharmacies provide in relation to minor illnesses. Please click on the link below to read more about this

http://www.merridalemedicalcentre.co.uk/website/C82073/files/Pharmacy_First.pdf

g) Staffing matters

We have just completed a further review of the working patterns of our reception team in order to ensure that our staff resources match our patient demand. One member of the reception team is leaving to pastures new, later this month so we are recruiting for that particular vacancy at the moment. We have also recently advertised a further, part time post within the reception team -interviews for which are due to be held this week

h) Queuing system at the front desks

We have also reviewed and improved the queuing arrangements in order to achieve a smoother flow and greater privacy when dealing with patients.

i) Children's play area

Fantastic design drawings (for the walls) have now been approved .These will enhance this area by making it an even more colourful space in which children can play.

Queries/suggestions made about above update

Olga suggested that 'epilepsy do's and don'ts' information be made available to patients to help to dispel the myths about epilepsy. It was confirmed that the website (and information on display in reception and on the new media screens (expected soon) will enable us to increase the extent of patient information generally so this suggestion will be borne in mind. It was also confirmed to the PPG members that the aim is to provide an extended range of information in alternative languages and formats. (Jay, Olga and Victorija said they may be able to help with some of this). Vin asked where the new media screens would be located. It was confirmed that there will be 2 screens in prominent positions within the reception waiting areas.

2. Appointment review

Dr Tew updated the group about the ongoing review & he explained that some aspects had had to be halted for a while until GP resources could be boosted (by recruiting extra GP's). 2 more GPs have now started with 2 more expected to join the Practice over the next month. Dr Tew explained that the structure for appointment bookings will then become more structured so it is clearer for everyone –taking into account different models which are used at different Practices as no one model suits

all. Dr Tew explained that consideration is being given to possibly doing more triaging by GP's over the telephone –as some matters can easily be dealt with over the phone whereas there will be other matters for which patients will definitely need to be seen. It is anticipated that morning appointments may be used for 'on the day' acute/urgents with a greater number of appointments in the afternoon and evenings being available to pre-book. The results of the appointment survey will be borne in mind too -the aim being to ensure that serious ailments are seen on the day. There are various elements of the review which are under consideration and it is likely that there will be some significant, positive changes over the next 2 months once the new GPs have settled in. John, Vin and Olga asked if that meant that patients will then be able to pre-book appointments for less urgent ailments or to fit around work and/or if they wanted to see a specific GP –Dr Tew confirmed that was certainly the intention as it is recognised that patients want realistic choices. Cara explained that once the review has been concluded information will be made available for patients so everyone is clear of any changes which are introduced. Joseph commented that it was good that the Practice is seeking to improve appointments generally which everyone also acknowledged and the general consensus is that appointment availability had already improved considerably over the last few months and the group look forward to an update at the next meeting. Olga asked if patients will also be offered the option to book appointments on-line. It was confirmed that this was the intention –hence why the new website is now live –this option will hopefully be enabled by mid-February time for certain appointments & will be publicised once available

3. GP funding

In the context of suggesting that it may be worth asking any local MPs to attend one of the meetings or to get involved in other ways. Joseph made it clear that the PPG meeting is not a platform for any political promotional purpose however if any party has any suggestions to get funding for any extra projects to serve the community then it is welcome to contact the surgery directly. Joseph further clarified that the reference to 'inconsistency in funding' may possibly have been taken out of context at a previous meeting and suggested that it may be more appropriate for Dr Tew to possibly cover this topic again at a future meeting.

4. CQC inspection

Joseph reminded the group that prior to the CQC inspection in October Cara had sent out an e-mail to everyone in the group advising of the imminent inspection and possibility that the CQC inspectors may wish to speak to some PPG members. On that basis, Joseph asked if anyone present at the meeting had actually been contacted. Vin confirmed that he was 1 of the people they had spoken to .He was asked about appointments and he had informed them that appointments hadn't been a problem for him personally though perhaps some patients occasionally encountered difficulties as the subject was sometimes an agenda item at PPG

meetings. Joseph then went on to explain that the CQC inspectors had only spoken to 5 patients overall -3 of whom were on the PPG. Joseph commented that it was surprising and disappointing that the inspectors appear to have gained a less than positive impression which Joseph said is actually contrary to the PPG members' views as a whole (bearing in mind that the group represents hundreds of patients) .Joseph reminded everyone that they always have the option of contacting Practice staff (such as Cara or Vicki) if they believe there are any difficulties from their own perspective or from other patients' points of view and it is best to do so at the time rather than waiting until the next meeting. Everyone acknowledged that they are aware of that and have no issues in doing so if the need ever arose. Comments were also made around the table that everything is moving in the right direction as regards Practice business/appointments etc. Dr Tew made the point that 5 patients out of 14k is a very small number and the comments within the draft report are unfair, quite harsh, and disproportionate and are unlikely to represent the views of the patients as a whole. Dr Tew, when asked, confirmed that the draft report was being challenged – the final report would be viewable on the CQC website and a link would be included on the Practice website which the PPG members and other patients are welcome to read. Joseph and others in the group commented that they would be willing to set the record straight by doing a united response from the PPG to ensure that the CQC inspectors are in no doubt about the tangible achievements so far and the view of the group that the Practice is actively developing and improving in a number of areas and are fully engaging with the PPG.

5. A.O.B

- a) Health promotion area –Helen confirmed that this area was being readily used with quite a few leaflets being taken by patients –which will be supplemented by the new media screens shortly.
- b) Children's Play Area –Helen showed the group the draft drawings for a wall mural for that area –Everyone commented that it would look lovely
- c) Healthwatch meetings –David mentioned these meetings which had taken place locally. He said that from what he could gauge at those meetings and from the notes which followed, this Practice has nothing to worry about as it is heading in a positive direction at quite a fast pace.
- d) Election of new Secretary and Chair –Joseph explained that for personal reasons he will be stepping down as Chairperson so it was proposed that John Brennand becomes the new Chair w.e.f. the next meeting. Everyone present supported that proposal so John Brennand was appointed new Chairperson accordingly. It was then proposed that Jay Champaneri takes on the role of Secretary –which was unanimously accepted by everyone present too. These new posts will apply w.e.f. January. Everyone sincerely thanked Joseph for his hard work, support and commitment as PPG Chair up until this point. Joseph confirmed that he still intends

to remain on the PPG for the time-being and hopes to attend further PPG meetings. Joseph said that it would be timely to review the PPG terms of reference at the next meeting.

6. Date of next meeting

Thursday 23rd January at 12.15pm

Everyone was thanked for their input -The meeting ended at 1.20pm

Cara (27.12.13....with sincere apologies for the delay in typing these notes up)