

MERRIDALE PATIENT PARTICIPATION GROUP
Minutes of the meeting held on 14th June 2016

PPG Members (Listed in alphabetical order by first names) 8 out of 12 present
Practice staff are in italics

1	Alan Gledhill (AG)	Present (1)
2	Charlie Bee (CB)	Did not attend
3	David Smith (DS)	Apologies received
4	Janine Alhimovica (JA)	Did not attend
5	Jay Champaneri (JC)	Present (2)
6	Olga-Dmochowska-Korzekwa (ODK)	Present (3)
7	Ramesh Kataria (RK)	Present (4)
8	Ruth Rigby (RR)	Present (5)
9	Stephen Ashmore (Chair) (SA)	Present (6)
10	Terry Parker (TP)	Apologies received
11	Thelma Palmer (TPa)	Present (7)
12	Vin Davda (Secretary) (VD)	Present (8)
13	<i>Vicky Kershaw – Practice Manager (VK)</i>	<i>Present (9)</i>
14	<i>Dr Robert Tew – GP (RT)</i>	<i>Present (10)</i>
15	<i>Tracey Mitchell – Assistant PM (TM)</i>	<i>Present (11)</i>
16	<i>Abbie Beardsmore – Receptionist (AB)</i>	<i>Present (12)</i>

NB Action points are written in italics and denoted by ▲

1. Members welcomed to the meeting

It was noted that this was Ruth's first meeting. She joined the practice in November and formerly worked for Healthwatch in Nottingham. SA and VD will send her the relevant PPG governance documents.

2. Apologies

Formal apologies were received as per the table above.

3. Minutes from the last meeting

The minutes from the meeting held on 6th April 2016 had been reviewed by all PPG members who attended and the practice. They were agreed as an accurate account of the last meeting.

A number of action points not on the agenda were briefly discussed as follows: (1) VK reported that the practice are still waiting to hear from NHS Estates as to whether a canopy can be erected at the front of the building, (2) the practice were not aware that there has been discussion at the previous meeting regarding the installation of patient-friendly electronic doors ▲VK will report back at next meeting, (3) it was noted that as per the previous minutes the practice are not encouraging patients making comments on NHS Choices website to contact the PPG. It was unanimously agreed that this would be positive step ▲SA will draft a short generic statement and send this to VK to be included in all future practice replies to patients who leave comments on NHS Choices website.

4. Matters Arising

As part of the pre-meeting PPG members felt that it would be useful to better understand the local Hub system – whereby local practices can encourage patients to book in with an on duty GP if there are no appointments available at Merridale or if they need to see a doctor urgently.

RT kindly supplied useful background to the group:

- Hubs are open 18:30 to 22:00 on weekdays and 9:00 to 22:00 at weekends
- Appointments are only available to patients registered at a city practice
- Hubs are staffed by GPs and Advanced Nurse Practitioners
- There are 4 hubs in the city: Westcotes Health Centre nearest to Merridale
- The scheme will run until the end of June 2016 but it is not known whether it will be extended beyond that timeframe.

ODK asked why patients are encouraged to visit the hub if there are no appointments available at the practice? RT noted that ideally patients are seen at Merridale but the hub provides an alternative, if no appointments are available.

SA asked if the practice know how many of its patients visit the hub? RT noted that the hubs offer between 1500-1700 appointments each week and that currently 700-800 appointments are taken. However it was not known how many Merridale patients presently visit the local hubs. ▲ Practice to try and access data for next meeting to allow us to gauge uptake of hub appointments by Merridale patients.

5. Feedback on PPG/practice fundraising/educational event (CwC)

SA provided a brief update on the first-ever fund raising event held by the PPG: a cake sale and information raising morning for the local charity Coping with Cancer (CwC) held at the practice on 29th April. SA read a short message from CwC's Richard Clarke expressing his thanks and gratitude to the PPG and the practice for their support. The event raised £34.20. The PPG expressed particular thanks to VK's mum for baking so many cakes!

Subsequent discussion focused on what additional events could be arranged and it was agreed that ideally quarterly events can be put on for patients. The practice recommended that Andy Lane (Mental Health Practitioner) should be asked to deliver a session. It was agreed that mental health is an important issue that impacts on many patients. In addition, VK noted that in July a new Emergency Care Practitioner will be joining the practice and he could run a session on basic life support skills. ▲ It was agreed VK will speak to Andy Lane and ideally the meeting will take place over the summer.

AG noted that there are a number of local walking groups and he expressed interest in looking into the possibility of setting up a similar group for practice patients. This would be a great way of helping patient socialise and get active at the same time. It was noted that this is very much what is being recommended via the new social prescribing initiatives. ▲ AG will look into this and report back at the next meeting

SA briefly explained that he had spoken to VK recently regarding initiatives whereby patients create a practice allotment, growing and selling food. There is a considerable amount of grassed land at the back of the practice. RT explained the pharmacy have requested planning permission to build on this but ▲ the practice will

seek further clarification. AG also noted that there is a local Community Growing Project initiative near Fullhurst College and patients could possible link into this ▲ AG to explore details.

6. 2016 IPQ patient survey

There was a brief discussion in relation to the annual patient survey – results of which were reviewed by PPG members at the April meeting. It was agreed that the practice will formulate an action plan and that this will be presented to the PPG for review at the next PPG meeting. In the meantime, SA urged PPG members to review the report and contact VD if they have any suggestions for improvements that could be included in the action plan.

▲ Practice to produce IPQ action plan and share this with PPG members for review at the next meeting.

7. Care Quality Commission visit to practice

VK explained that the CQC had planned to visit the practice on 26 May and that the practice had submitted all the required documentation to the CQC. However, on 25 May the CQC cancelled their visit with no specific reason given. The CQC have informed the practice that the visit will be re-scheduled and the agreed 2 weeks notice period will be given. To date, the CQC have not contacted the practice to re-schedule their visit. Members of the PPG expressed disappointment and surprise that the CQC visit had been cancelled at such short notice especially given the workload undertaken by the practice.

▲ SA advised that given the additional preparation time the practice should review CQC reports on other practices as these may offer useful insights. VD noted that the recent CQC report on Merlyn Vaz Health Centre had received local media attention and so their report may be worth review. The PPG will aim for a number of members to be present for the re-scheduled CQC visit.

8. Proposed survey of appointments

Quite a lengthy debate ensued in relation to current arrangements for the practice appointments system, plus the telephone booking system. Those present reported differing personal experiences particularly in relation to booking appointments via the telephone system. AB confirmed the team attempt to answer calls as quickly as possibly and RT explained how the practice try to use available data from the telephone system to help managed demand by altering staffing accordingly.

It was agreed that a more informed debate would be possible if the practice provided details at the next meeting of the data that is available via the telephone system, e.g. call numbers, average length of wait, etc. ▲ The practice will supply telephone data for the next PPG meeting and a more detailed debate will take place.

9. The Patient – Practice Charter

The practice tabled a draft three-page bulleted document known as a Patient – Practice Charter. Members of the practice team explained that they would like to introduce the charter and that it essentially sets out what the practice expect of patients and what patients can expect of the practice. AB noted an increase in verbal abuse of reception team members and all agreed that this was unacceptable and

needed to be addressed. RR stressed it is important that the practice make procedures/systems as clear as possible to patients as this may lead to frustration.

Initial thoughts from the PPG were that although this might be useful, there were concerns over the length of the charter (RR), the fact that the practice wanted new patients to sign this and then scan a copy in the patient records – many felt this would be time consuming, plus the charter was not a legally binding document.

ODK recommended that a zero tolerance approach might be better with information displayed in the waiting room. It was agreed that ▲ the PPG will review the charter and provide feedback at the next meeting. It was agreed that the next practice newsletter will focus on inappropriate patient behaviour and SA will write a section on behalf of the PPG reminding patients of the importance of exemplary behaviour.

10. PPG action plans: 2015-16

SA was not able to give an update on DNA rates but one will be provided at the next meeting. Given that Cara Morgan recently left the practice ▲ TM will now be supplying SA with monthly DNA data. Given the earlier discussion on appointments and the telephone system SA recommended that these elements of the action plan had already been covered and they are likely to be discussed further once the practice supply the PPG with their IPQ patient survey action plan.

11. Written update from the practice staff

VK briefly updated the group with regard to recent staffing changes, as follows:

- New Assistant Practice Manager Tracey Mitchell started on 1st June and she will be the main practice liaison with the PPG
- A new Practice Nurse (Lorraine Burke) will start on 22nd June and will be offering weekday appointments up to 6pm
- A new Emergency Care Practitioner (Johnjo O'Neill) will be starting with the practice on 4th July and he will see patients with minor illnesses
- Two part-time receptionists are currently being recruited.

In response to a question on current GP staffing: RT noted that Merridale are constantly looking for new partners. In the immediate future, two long-term locums will be supporting the practice: Dr Walsh and Dr Gmumra. TM noted that GP recruitment is problematic across the city and that even with the introduction of a payment incentive scheme many practices are struggling to recruit GPs.

12. Any other business

ODK raised her concerns in relation to the number of adjustable beds in the practice. The practice noted that there were three but they are not always able to identify patients who require adjustable beds. ▲ ODK and the practice will work together to see if they can resolve this potential problem and report back at the next meeting

13. Date and time of next meeting

The next meeting will be held at 6pm on Wednesday 17th August 2016.