

**MERRIDALE PATIENT PARTICIPATION GROUP**  
**Minutes of the meeting held on 15<sup>th</sup> December 2015**

**PPG Members (Listed in alphabetical order by first names) 9 out of 20 present**  
*Practice staff are in italics*

<b>1</b>	<b>Alan Gledhill (AG)</b>	<b>Present (1)</b>
2	Angela Bailey (AB)	Apologies
3	Charlie Bee (CB)	Did not attend
4	David Smith (DS)	Apologies
5	Jan Butlin (JB)	Did not attend
<b>6</b>	<b>Jan Gough (JG)</b>	<b>Present (2)</b>
7	Janine Alhimovica (JA)	Did not attend
8	Jay Champaneri (JC)	Did not attend
9	Marianne Hancock (MH)	Apologies
10	Olga-Dmochowska-Korzekwa (ODK)	Did not attend
11	Raj Mann (RM)	Did not attend
<b>12</b>	<b>Ramesh Kataria (RK)</b>	<b>Present</b>
13	Rita Faulkner (RF)	Apologies
<b>14</b>	<b>Stephen Ashmore (Chair) (SA)</b>	<b>Present (4)</b>
<b>15</b>	<b>Terry Parker (TP)</b>	<b>Present (5)</b>
<b>16</b>	<b>Thelma Palmer (TPa)</b>	<b>Did not attend</b>
<b>17</b>	<b>Vin Davda (Secretary) (VD)</b>	<b>Present (6)</b>
<b>18</b>	<b><i>Vicky Kershaw – Practice Manager (VK)</i></b>	<b><i>Present (7)</i></b>
<b>19</b>	<b><i>Cara Morgan – Assistant PM (CM)</i></b>	<b><i>Present (8)</i></b>
<b>20</b>	<b><i>Dr Robert Tew – Senior Partner (DrT)</i></b>	<b><i>Present (9)</i></b>

*NB Action points are written in italics and denoted by ▲*

### **1. Welcome**

SA welcomed everyone to the meeting. The group were particularly pleased to see Ramesh (RK) at his first meeting. It should be noted that this marked the first PPG meeting where the PPG members had met from 12.15pm for 45 minutes before then being joined by the practice staff at 1pm. It was agreed only the content of the PPG and practice staff meeting from 1pm onwards will feature in the minutes.

### **2. Apologies**

Formal apologies were received from: Angela Bailey, David Smith, Marianne Hancock and Rita Faulkner.

### **3. Minutes from the last meeting**

The minutes from the meeting held on 13<sup>th</sup> October 2015 (involving PPG members only) had been previously reviewed by all PPG members who attended and the practice. SA confirmed that the minutes had been signed off in advance of this meeting and were now available via the practice website.

SA noted that the practice had requested that this meeting focus primarily on the appointment system and planned changes to it and therefore all actions from the previous minutes would be carried over to the next PPG meeting.

#### **4. Focus on the practice appointment system**

Members of the practice team outlined why they consider that the appointment system needs updating. It was noted by VK that the current system is complicated, with lots of different options whereby patients can book appointments. The new system will be simpler and easier to use and save patients time (e.g. not having to telephone back subsequent to any initial phone calls to book an appointment).

DrT explained that the main problem that the practice currently face stems from many GP appointments being taken up by patients with very minor illnesses. In some instances, this can lead to patients with serious illnesses/on-going conditions not being seen which is neither preferable for the patient or GP. Therefore, the practice plan a series of changes to the appointment system in 2016 that will focus on making sure patients with minor illnesses are managed more appropriately.

The practice team outlined the main changes planned for the appointment system:

- A. Remove the 'ring at 11am' restriction as regards pre-booking appointments (this will save patient time as they will not have to ring back)
- B. All patients wishing to be seen 'on the day' will be booked into one of the Nurse Practitioner clinics
- C. The reception team, will follow new guidelines to cover specific ailments which must be dealt with by the Duty Doctor (not the Nurse Practitioner)
- D. GP pre-bookable appointments will be available for ALL GPs
- E. Monday to Friday appointments will be bookable two days in advance with the salaried GPs at the practice
- F. Monday/Tuesday evening appointments for workers will be available on a 2 weeks pre-bookable basis (instead of just 2 working days)

Overall, the PPG broadly welcomed the planned changes to the appointment system scheduled for January 2016. A number of concerns were raised and discussed:

- A. SA noted the new system relies heavily on the availability of nurse appointments. Helen Rhodes (Nurse Practitioner) and Gayner Hickey (Senior Practice Nurse) retired from the practice in December 2015 but the practice assured the PPG and suggested there will hopefully be more nurse appointments available in 2016. It was stated that Andy Lane is undertaking training to become a minor ailment nurse (which will supplement his current work as a Mental Health Practitioner)
- B. AG requested that the practice provide a simple diagrammatical document explaining the new appointment options. It was agreed that this would be useful to PPG members and patients. ▲ CM to produce and circulate
- C. RK and VD asked if the telephone system was capable of providing options to non-English speaking patients. It was noted that this is not possible but that the practice can access the local Ujala interpreting service
- D. PPG members raised concerns relating to the telephone system. CM informed everyone that the number of phone lines for patients has been increased since 30<sup>th</sup> November and since that date calls at peak times are being spread across more practice staff to help make it easier when patients ring in. Unfortunately some of these positive changes were initially hindered due to recent problems with the phone system that resulted in a small number of incoming calls being 'cut off'. Broadband and telephone router problems

have been brought to the attention of the relevant telephone company and hopefully all problems are now resolved

- E. SA queried why changes to the appointment system were taking place ahead of the planned appointment survey that is part of the annual PPG action plan? It was stated that the practice consider that these changes need to take place urgently but that the appointment survey will take place in the first quarter of 2016. ▲ CM to circulate the previous appointment survey used by the practice in 2013 so that the PPG can review and suggest amendments.
- F. AG queried why patients visiting the practice have yet to be asked to complete the annual IPQ patient survey? The practice explained that they plan to conduct the survey in February 2016 (ahead of the March 2016 deadline for returns). In addition, the practice will also run an abbreviated survey in January focusing on the 'courtesy' elements of consultations. SA asked if it was wise to run several surveys in such a short time frame (appointments, consultation review and IPQ)? The practice stated this is how they wish to proceed. CM asked if PPG members would again help distribute the IPQ surveys and those wishing to do so should attend a briefing meeting at the practice on 21<sup>st</sup> January 2016. It was also noted that the IPQ surveys the practice will use in 2016 identify individual clinicians. ▲ PPG members wishing to support IPQ survey to attend briefing at 11am on 21/01/16.

## **5. Any other business**

Prior to the conclusion of the meeting there was brief discussion in relation to a number of on-going PPG initiatives, as follows:

- A. Unfortunately, given the absence of MH it was not possible to review plans for the forthcoming talk on cancer via local charity, Coping with Cancer. However, it has been agreed that Andy Lane (Mental Health Facilitator) will deliver a talk to patients in the New Year on depression/stress. ▲ CM to liaise with Andy Lane to identify possible elements of his planned talk and dates
- B. The discussion relating to future PPG educational events led to the suggestion that the practice consider a 'well-being day' for patients in future. ▲ To be discussed at the next PPG meeting
- C. CM noted that the next practice newsletter is scheduled for publication on 27<sup>th</sup> January 2016. CM tabled a proposed timetable for 2016 newsletters that included dates for: completion of the draft, feedback deadline for PPG members and publication. For information, the practice will send the next draft newsletter to the PPG by 6<sup>th</sup> January and the PPG must respond by 20<sup>th</sup> January prior to publication on 27<sup>th</sup> January. The practice plan quarterly newsletters in 2016: January, April, July and October.
- D. SA tabled a document illustrating the 'did not attend' weekly results for the practice in 2014 and 2015. The median DNA rate per week from January to November 2014 stood at 70 patients. In the same 11-month period for 2015 the median increased significantly to 105 patients per week. CM pointed out that a high number of the DNAs related to HCA appointments (for blood tests/health checks) and these particular DNA types are specifically being focussed on by the practice. In addition, it was noted that thanks to a range of changes the practice have implemented in the second-half of 2015 the weekly DNA rate is starting to decrease from a high of 140 per week earlier this year.
- E. TP asked if any progress had been made with his previous request that an awning be placed at the front of the building to protect patients from bad weather. ▲ Practice to provide an update at the next PPG meeting.

## **6. Update from the practice**

The application to reduce the practice boundary has been approved and henceforth the practice will restrict new patients to those living in LE3 (city area).

## **7. Next meeting date**

The next meeting was agreed as 17<sup>th</sup> February 2016, but was subsequently changed at the request of the practice to 16<sup>th</sup> February 2016. Start time will be 12.15pm.