

MERRIDALE PATIENT PARTICIPATION GROUP
Minutes of the meeting held on 16th January 2016

PPG Members (Listed in alphabetical order by first names) 8 out of 13 present
Practice staff are in italics

1	Alan Gledhill (AG)	Present (1)
2	Charlie Bee (CB)	Present (2)
3	David Smith (DS)	Present (3)
4	Jan Butlin (JB)	Did not attend
5	Janine Alhimovica (JA)	Did not attend
6	Jay Champaneri (JC)	Apologies
7	Olga-Dmochowska-Korzekwa (ODK)	Did not attend
8	Ramesh Kataria (RK)	Apologies
9	Sarah Williams (SW)	Present (4)
10	Stephen Ashmore (Chair) (SA)	Present (5)
11	Terry Parker (TP)	Present (6)
12	Thelma Palmer (TPa)	Present (7)
13	Vin Davda (Secretary) (VD)	Present (8)
14	<i>Cara Morgan – Assistant PM (CM)</i>	<i>Present (9)</i>
15	<i>Dr Rachel Clarke – GP (RC)</i>	<i>Present (10)</i>

NB Action points are written in italics and denoted by ▲

1. Welcome

SA welcomed everyone to the meeting, in particular three new members attending their first PPG meeting: Charlie Bee, Thelma Palmer and Sarah Williams.

2. Apologies and Resignations

Formal apologies were received from: Ramesh Kataria and Jay Champaneri. Since the last meeting in December it was noted that four resignations had been received, as follows: Raj Mann, Marianne Hancock, Rita Faulkner and Angela Bailey.

3. Minutes from the last meeting

The minutes from the meeting held on 15th December 2015 had been reviewed by all PPG members who attended and the practice. SA confirmed that the minutes had been signed off in advance were now available via the practice website.

DS noted that he had sent his apologies prior to the meeting but this was not recorded in the minutes. ▲ SA will amend previous minutes and send to CM.

AG raised a discussion point from the previous meeting in regard to the practice supplying a simple flow chart to advise patients how they should best utilise the new appointment system. ▲ CM will look to see if this is practicable and report back.

4. Canopy to shelter patients at the surgery entrance

TP followed-up on his question previously raised at a PPG meeting in 2015 concerning whether the practice could provide a canopy at the entrance to shelter patients. TP noted that particularly in the morning while waiting for the practice to open, many patients wait outside (sometimes in inclement weather). CM confirmed

that this matter had previously been raised with the owners of the building and that the cost was prohibitive.

It was agreed that this suggestion will be taken to the next relevant meeting in 2016 and that CM will provide feedback to the PPG when available. ▲ CM to report

5. Matters Arising

AG noted that he was aware of the British Medical Association (BMA) survey of General Practitioners (GPs). AG noted that the two key themes appeared to be (1) on-going recruitment problems and (2) the suggestion that under-staffing may increase the risk to patients. AG asked if the practice had taken part in the survey?

RC clarified that survey is completed by individual GPs and therefore it would not be appropriate to disclose which GPs at the practice had responded. RC agreed with AG that recruitment is a significant problem particularly in Leicester where many GPs trained in the City do not subsequently take up posts in Leicestershire. The future closure of Dr Newley and Dr Lenten's practices in Leicester were cited as evidence of this problem. RC stated that she had not seen any clear evidence that proved recruitment issues had led to increased risk for patients.

There followed a short general debate focusing on GP recruitment challenges and the practice confirmed that they are doing all they can to recruit clinical staff.

Anyone interested in reading the BMA survey in full can access this via the link: <http://www.bma.org.uk/working-for-change/negotiating-for-the-profession/bma-general-practitioners-committee/surveys/future-of-general-practice>

AG left the meeting at this point.

6. PPG fundraising/educational events

SA explained that he recently visited Juliet Stonehouse, Fundraising Manager at Coping with Cancer (CwC). CwC is a small charity situated on Westleigh Road that offers support to patients diagnosed with cancer and their family/friends. CwC rely on donations and are currently celebrating their 35th anniversary. RC stated that she is familiar with the charity and that Merridale patients use their services. She also noted that CwC offer lots of complimentary therapies to patients.

SA suggested that the practice invite members of CwC to the practice to help raise awareness of their services. In addition, it was agreed that this should include an element of fundraising, e.g. donations, cake sale, etc. It was agreed SA will contact Juliet and link with CM to plan an event in April/May. ▲ SA to action and provide an update at the next PPG meeting.

CM explained that as Andy Lane (Mental Health Facilitator) has been called up to jury service he is sadly unable to run any events at present. However, he is keen to do this in future. The group discussed other possibilities including: Diabetes education (via the Eden Project), Respiratory care (via the respiratory team), advice on inhaler technique (from Merridale pharmacy), etc. These could be one-off events or form part of a well-being day that could also include opportunistic health checks. RC recommended that such events might work best on a Saturday, i.e. when the practice is less busy. ▲ Practice will explore ideas and bring to next PPG meeting.

7. PPG membership

Although a number of PPG members have recently resigned, there was satisfaction that three new members had attended this meeting. CB explained he had been prompted to join after seeing information on the PPG noticeboard and TP stated she had been encouraged to join after hearing positive feedback from a friend volunteering on a local PPG. DS tabled Hockley Farm documents to understand how they recruit PPG members. It was agreed that recruitment is an on-going matter. ▲ SA will update PPG noticeboard (focus on attracting new members).

SW left the meeting at this point.

8. Update on recent changes to the appointment system

CM stated that patients appear broadly satisfied with the recent changes to the appointment system. However, she noted that the departure of Dr Stanly, plus the retirement of two nurses has created challenges. The nurse practitioner is playing an increasingly important role while getting the number of pre-bookable appointments right is a key issue. It was reported that the number of online appointment slots is being increased slightly.

As previously agreed the practice will re-run their appointment survey later in 2016 to gain specific feedback from patients on the appointment system.

The number of telephone lines has been increased. CM explained that as staff who deal with calls always aim to provide a high quality of call this tends to increase call durations and affect call waiting times to a degree. Telephone access and call quality is regularly monitored and new statistics are now available via the phone company. ▲ CM to provide 'highlights' from the telephone system statistics at the next meeting. PPG will review feedback on the appointment system via IPQ survey data.

9. PPG action plans: 2015-16

SA tabled the latest chart detailing patient did not attend (DNA) rates in 2015. The total number of DNAs in 2015 was 5375 (103 per week). However, it is encouraging to see a downward trend: 3066 DNAs (118 per week) in the first-half of 2015, compared to 2309 DNAs (89 per week) in the second-half of 2015. CM outlined the array of changes that have been implemented to try and reduce the high levels of DNAs and the PPG commended the actions and acknowledged the falling DNA rate.

10. Written update from the practice staff

CM confirmed 195 IPQ surveys have been collected and the practice are on course to reach their target of 320 by the end of February. Unfortunately, few patients have completed the Friends and Family Test (FFT) at the same time as the IPQ survey (as had been hoped). ▲ IPQ survey results to be tabled at the next PPG meeting.

11. Any other business

No items of note.

12. Date and time of next meeting

The next meeting will be held at 12.15pm on Wednesday 6th April 2016.