

PPG Meeting 25.02.2014

Attendees: - Pam Sahota, Sue Adams, Kelly Houghton, Eddie Bermingham, John Wright, Ann Marie Blake, Caroline Dawson, John Hendle, Carol Beard, Joyce Greener

Apologies: - Jan Handle, Elaine Crimp, Andrea Fray

Minutes of the last meeting were approved as a true and accurate record and signed by Pam. All actions have been completed.

Telephones are now on until 8.00pm during the week and on Saturday mornings.

Name change of Practice Pam confirmed there are no requirements in relation to this so it is alright to proceed. Letterheads have been changed, it will take some time to filter through to everyone. The group asked if Phoenix will remove the plaque in the waiting area, Pam said she would need to look at it and ensure there were no sensitive issues in removing it. If it can be removed it will be.

Pam confirmed new signage will be shortly outside the building displaying the NHS and Phoenix logos.

Newsletter

Andrea has drafted a Newsletter which was circulated. Group members were asked to review and provide feedback; any comments to Kelly within one week, so amendments can be made and the newsletter circulated.

Action for the Group Member: Feedback comments

Patient Survey

This was circulated and again a group member asked to review and provide feedback; comments within one week, so the patient survey can commence.

Amendment noted at the meeting includes opening hours incorrect.

EB asked about PPG involvement in the survey and also had some example questions to add that he would email through to Kelly. We discussed PPG members being in attendance at the surgery so they could sit with patients and complete the questionnaire after their consultation.

CD asked if the employment status and accommodation questions in the About You section were necessary, Pam did say this was taken from the national survey, however we could review this and a note completion optional added.

Action: Kelly to check with Andrea.

JW asked about removing the invite to patients to join the group as if there were too many the meeting would become too difficult. PS explained that the PPG is always advertised and we have never before had an occasion where there were too many members. Some patients may prefer the virtual PPG and just like copies of the minutes etc, therefore it should remain and everyone should have an equal option of joining the group.

Practice Leaflet

This is now displayed in reception.

Confidentiality

Statements are going out to all staff for them to read and sign and a training programme will soon be in place to allow reception staff time to carry out online training. **Action: Kelly to arrange.**

Any breaches in confidentiality will be taken seriously and staff members will be spoken to, the Phoenix's disciplinary procedures will be invoked if necessary. Sue added that the phone is still be answered at the front desk as we have been short staffed recently. JW asked about screens at the front desk.

Action: Sue looking into screens.

JH added that it is a poor layout in reception. It was felt that some background noise may be helpful. Other practices have the health channel on the television.

Action: Kelly will look into obtaining some information on this.

Complaints Procedure

The procedure was discussed and all informed this is displayed and available at the reception desk.

Action: Kelly to email group a copy of this.

CB raised the issue of disabled access at the Practice. She had encountered difficulties when visiting the practice and has to use the other main entrance which is normally locked. It was mentioned when Bell House where in occupation PS confirmed she has had sight of a quotation to have the block paving lifted by the main entrance so its easier to get into the building. However as currently there is no lease agreement in place with the landlord Phoenix are not allowed to make any structural changes to the building. Someone suggested a removal ramp however again PS said it may be difficult to get one to fit on the existing entrance as it is such a small lip that would not accommodate a ramp. PS explained that under the DDA regulations the practice is compliant as there is another way of accessing the building however also acknowledge the main entrance could be made better.

Action: PS will look into this as part of lease agreements and if changes can be made they will be implemented.

Recruitment

EB asked if we were on track with recruitment. PS said new HCA has started already and 2 new GP's are starting at the beginning of March and another nurse starting on 17/03, recruitment has been very successful. We are still looking for more GPs to join the team.

Medical Equipment

EB asked about equipment at the surgery. The ECG machine has been ordered, spirometer is already in place. Pam explained that Laura had done a list of all equipment so that we could ascertain what needed to be purchased and checked the stocks in each consulting room. AMB told of a problem that

had be encountered when a nebuliser was not available and the patient had to go to A&E. The practice have two nebulisers and the problem on that occasion was not the lack of equipment, but that there was no nurse available at that particular time and the GP who was there was not familiar with the use of that nebuliser. We have now recruited another nurse and staggered the nursing hours to ensure there are more nurses on site hopefully avoid this situation for occurring again.

EB mentioned a patient with breathing difficulties and after recurrent visits to the surgery a referral was made but she subsequently had to be seen at A&E in London and is being kept in for heart surgery and has fluid on her lungs. PS explained that it is difficult to comment on specific cases and continuity within the practice will improve as more permanent GP come into post.

JW asked a question about the length of time between samples being taken and collected by the courier. It was explained that the courier comes twice a day. We normally wait up to a week for results whereas at the hospital, results may be available earlier; we have no control over how quickly we received results. The practice follows the guidelines set by the hospital.

Date of next meeting: Tuesday 22 April 2014 at 6.30pm, Bramingham Park Medical Centre.