

**Minutes of PPG Meeting
Tuesday 28th January 2013**

Attendees : - Pam Sahota, Andrea Fray, Kelly Houghton, Dr Butt (part), Eddie Bermingham, John Wright, Elaine Crimp, John Hendle, Jan Hendle, Caroline Dawson, Joyce Greener, Carol Beard.

Pam Sahota introduced herself and Andrea Fray and explained to the group that Phoenix Primary Care have been providing the service from the surgery since 01.12.2013. She explained that this was done with only a 2 week mobilisation period instead of the normal 6-12 weeks as NHS England had tight deadlines to work to. We have managed to cover the extended opening hours since this date. Phoenix PC are in negotiations with the landlord and NHS England and shortly hope to have a signed contract and tenancy agreement in place.

Pam went on to inform that two new salaried GP's will be in post in March, as well as extra nursing and a full time HCA.

Eddie Bermingham asked when the clinics will be settled so that patients know which doctors are in which days of the week and how many GP's are on at any one time. Once the new GP's are in situ this will be clearer. Andrea explained that we have extra sessions available in peak times, Mondays and Fridays, up to 4 GP's. There should be 1 GP to every 1500 patients. Andrea went on to explain our access figures and that we are 1/3 over with appointments.

Mr Bermingham also asked about a practice leaflet. Kelly has just completed this and agreed to email him a copy and get some out in reception.

Mr Hendle had some questions about the new Saturday clinic. He called 3 times on 21/12 and was diverted to 111. He came into the surgery the following Monday to be told there was no GP in on that day. Andrea explained that at the moment the phones are not on during Saturdays or after 6.30pm. This is being looked into with the telephone company and we are trying to resolve this issue. The extended opening hours haven't been advertised as yet and there are some ongoing contractual issues to be resolved with NHS England in relation to this.

Andrea expressed that complaints can be dealt with separately rather than at the PPG but the group felt that this was an ideal time to pass comments/feedback on and were used to giving feedback as part of the Bell House PPG meetings and that it was important otherwise Pam/Andrea/Sue wouldn't be aware of some of the problems that patients are experiencing..

Mr Wright asked for a board to be mounted in reception with photographs of the salaried GP's. Sue will look into this.

Andrea explained her PCT background and work she had done with PPG's in the past, feedback from the PPG is important and our doors are always open. She suggested Health Promotion Days that the PPG can be involved with and inviting the community to attend. It was discussed that the PPG could help run a patient survey

and ask patients in the waiting room to complete a survey while they are waiting. PPG's at other practices also run the practice newsletter. Andrea will draft a newsletter and circulate.

Pam told the group about the phlebotomy service that will be starting in February, after Audrey has completed her induction at the Bedford practice. She is starting here on Thursday 6th Feb 14.

Elaine Crimp mentioned that she felt the phones were not being answered again and the service on reception was slipping. John Hendle told us of an example where he attended reception to obtain some blood results which the receptionists were unable to provide to him. He was ignored for a while during which time two members of staff in reception were having a conversation about how unhappy they were at work, which could clearly be heard in the waiting area! Pam acknowledged this and said that these issues were being picked up and dealt with. Appraisals are due to be carried out shortly so training needs can be assessed and staff then monitored. Caroline Dawson asked whether having a Senior Receptionist would assist and Andrea responded that we have to work with the staff we have and the appraisals will identify whether any of the current receptionist would like to adapt their roles.

Andrea also mentioned that the work stations and desks will be moved around to assist reception and a new clinical system is to be installed around April.

John Wright told of another incident in reception where a GP asked the receptionist to do something on the computer but the receptionist stated she had been told not to do this. The GP was quite stern with the receptionist and she was clearly distressed and confused as to whose instructions she should follow. Andrea explained this was in relation to prescriptions and the receptionists were carrying out tasks on behalf of the GP's which legally they should not be able to do and ultimately was down to patient safety.

Elaine Crimp informed us that her husband had taken time off work to attend the surgery as he needed a referral. He saw a locum GP who said they were unable to refer patients. Pam explained that locum GP's should be able to do everything a salaried GP can, including referrals. Not sure what happened on this occasion but locums that aren't up to standard will not be used again. Jan told of another occasion where a friend was told a locum couldn't do a prescription on a home visit, which should not have been the case. We have now issued paper forms for locum GP's to enable them to carry out their own investigations.

Mr Hendle asked if you could turn up to the surgery on a Saturday in an emergency and Pam answered yes to this, no medical emergency should ever be turned away. Mr Bermingham told us that he popped into the surgery last Saturday as his grandson had a high temperature and the receptionist told him there were no appointments. Pam to speak to reception about this.

Pam suggested a name change for the practice, changing from Petros to Bramingham Park Medical Centre. Everyone agreed. Pam to look into any requirements in relation to this and Kelly will arrange changing the letterheads etc.

Pam informed the group that the CQC were planning a visit on Wednesday 29.01.14. They have also recently visited another Phoenix practice in Birmingham which passed. They will spend time in the surgery and talk to both patients and staff, but it was expected that they would only be present in the morning as they were only looking at two outcomes. PPG members are welcome at the visit. Pam mentioned that the area team were shocked at the visit but we will share the report and our response and use the visit as an opportunity.

On the issue of the salaried GP's recruited, Mr Bermingham was concerned that any salaried GP's may in the future leave for Partnership elsewhere as he understood that most GP's long term goal is for partnership. Pam and Andrea said that of the 70+ GP's Phoenix employ, only a handful have left for partnership as it isn't as financially beneficial as it once was.

Eddie Bermingham was voted in as PPG Chair.

Date of next meeting was agreed for 25/02/2014 at 6.30pm.