

Minutes of PPG Meeting Monday 16th May 2016

Present: Marlene Lester, Pauline Denny, Debbie Deardon, Ray & Valerie Sheen, Gwen Gee

Apologies: Jeff Higgs, Marie Emery, Derek Emery, James Jackson

Jeff Higgs – Feedback

As JH was not present SR went through minutes Patient Group Forum
CCG year-end Position – overspend – Quipp planning and financial recovery plans – recovery could take up to 2 years – there should be no patient impact

Walk-In centre at camphill will close and will move to the GEH site on 1st June 2016 – practice will put up notices

Issues raised regarding hospital – missing records at outpatients, medication on discharge being taken forward

Senior Hospital management are not attending Forum meeting – Jenni Northgate will address this issue

Future Planning Update

SR reported: Advertised for 2 salaried GP posts without success, retained a long-term Locum. 2 Trainees will start in August. Dr B Garala could be retiring at the end of next year.

New Services update

Marie Stopes – working Wednesday/Thursday – appears to be working well – had a few teething problems
ML queried service provision, SR explained only termination counselling

Global Diagnostics – Ultrasound scanning service – Wednesday – unable to scan babies or pregnancies

Dermatology service led by Hannia may end October 2016 and will be replaced by a community dermatology service led by dermatology nurses

AAA – Aortic screening programme have been very successful in screening, surgery and ongoing surveillance. They plan to encourage more male patients 65+ - practice will add a note to the 70-74 age group to promote the service.

Extended Hours

The group discussed the current opening hours, they all preferred to keep the early morning sessions which are well attended and suitable for patients commuting to work, with one late evening on a Friday. Evenings historically have been difficult if patients experience delays due to traffic and either fail to attend or arrive too late for appointments. Group decided to keep the hours as they are.

Friends and Family Results

SR circulated the annual friends and family report

Group read through some of the comments – mainly very positive with some comments relating to the telephone

The practice had started encouraging patients not to ring in on a Monday for blood results but it was too early to monitor whether this actually helps with telephone pressures. Patients are still ringing in and the call still takes up time by simply explaining the result is unavailable. Practice will continue to monitor.

Annual QOF Results 2015/16 – SR reported a loss of only 4 points – All team worked very hard to achieve the results this year

Detailed Medical Record- this has been delayed due to a software issue which affects the jayex software – DLM 490 update cannot be installed as a result. The practice will ensure patients are made aware when the service is available, via website, posters in waiting area etc.

AOB

VS reported real problems with front doors – heavy to operate asked if can be operated by push pad – SR will contact company

SMS messaging – patients have messages sometimes as late as 10pm, does worry some elderly patients. SR explained that they are planned to go out early evening but depends on network availability. Positive results from the messaging – DNA rate is falling and patients prefer the reminders.

GG – asked about having a letterbox – explained we had approximately 7 attempts at starting a fire by local youths – it was decided following the risk assessment that we would not have one installed.

Dr Willetts shuttering has currently solved the window breakage issues, it cost the practice almost £2k in replacing windows in the past 6 months.