

PPG Minutes of meeting 9th July 2018

Present: S Roberts, J Higgs, P Bonner, P Denny, V sheen, R sheen, Derrick Pickard

Apologies: Gwen Gee, Derek Emery, Marlene Lester, Margaret Woodward

CCG Lay Member Derrick Pickard

Derrick explained he has been in a lay-member role with the CCG since November, and has been contacting PPG groups and practices and attending group meetings and the Patient Group Forum. He has a background in Healthcare as a trained Nurse and his role is mainly patient focused.

The group discussed the falling numbers at the CCG patient group forum meetings, and that they are aware from a previous PGF meeting that some surgeries no longer have a PPG group. Derrick is aware of the issues and that he will be discussing this with the CCG. Derrick was also concerned that a number of other meetings are not well attended the Board meeting and Annual General Meeting, Jeff will be attending from the Practice.

Jeff raised concerns relating to the newly appointed GEH Chief Executive Glen Burley being a part time position, the group questioned whether this position should require a full time role, Derrick will take back their comments

Paul disseminated the Patient Group Forum presentation, with discussions around the GEH CQC report and where improvements were required. Consultant Connect service, SR confirmed this is used by the Practice with more specialities being available, however GP's do report the slow response to calls at times.

Chair Update

The last CCG meeting was poorly attended.

Podiatry Services available now 2 days a week in Bedworth – Monday & Thursday
Nuneaton Monday – Friday

Jeff and Paul visited Whitestone for further information on their “Silver Surfer” IT sessions, they provided weekly sessions to learn the basics but have now run out of patients and may be able to provide our group with some computers to help.

Jeff explained the group was successful in obtaining a lap top and had been providing in-practice IT sessions/training to improve the uptake of our online users particularly our older age group. They now want to extend the service to all patients. “Bob the Bus” mobile IT service is no longer operational due to funding issues.

Stroke service – critical cases are taken to UHCW for consultant specialist admission with ongoing care based at GEH/Rugby. There is no specialist stroke consultant based at GEH which is why patients are transported directly to UHCW.

POD – have had some teething problems but this is now improving

Arriva Bus Service is now providing a route to UHCW from Nuneaton but apparently doesn't go beyond 6pm which seems unhelpful given that it is not covering visiting times in the evening. All

agreed however that at least there is additional transport provision. SR will print the bus timetable and post on PPG notice board and website.

Additional Services

SR informed the group that we now have an incontinence nurse based at the practice Familial Cholesterolæmia clinic monthly, this is for GP's to refer patient with high cholesterol and additionally their families for screening.

Opening Times & Extended Hours

The group discussed the extended hours provided 7.00 – 8.00 4 days per week by multiple GP's and one late Friday Evening from 6.30, additionally we now have a nurse working from 7.00am on a Tuesday and Wednesday. All agreed that this should continue as most patients book early appointments prior to commuting to work, the Practice find that the late appointments are often attended late due to travel disruption whilst on their way home from work.

GP extended Access

SR discussed the pressure on CCG to implement the additional access 7-8pm weekdays and weekend openings to be completed by October this year. The CCG are working through this proposal with practices expressing an interest. SR confirmed that Old Mill had expressed an interest in becoming a "HUB" site and is awaiting further communication regarding this.

GPAQ survey

We have almost completed the survey which will be sent for external analysis, the results will be discussed at the next PPG group meeting for any further action.

GDPR

The practice has implemented the policies and procedures and have posted the website privacy notice, the stand in the waiting area has further patient information available. The Practice will be required to complete an on-line tool before the 31/3/2019 to evidence compliance.

Practice Staff Update

Dr MW will be retiring on 31.8.2018

Dr D Bezzina will be taking a full time post from 01/01/2019 to replace Dr Willett

Dr E Rowe is working 4 days per week

Dr H Sultana is working 3 days per week

Dr Lakshmi and Dr Garala are full time

Carolyn Wright Practice Nurse will be taking her retirement next Summer – we will be looking for a Practice Nurse specialising in Diabetes to replace her

AOB

Member of the group confirmed 3 week waiting list at path lab and paid privately for blood test costing £15.00 – SR explained we have a weekly session available at the Practice which the HCA provides free of charge

2 other patients in our waiting area confirmed the same waiting times when attending the path lab and were offered a private service as another option

The group were extremely unhappy with the telephone response service, the appointment system and the waiting times and finding patients having to pay for blood tests in highly inappropriate.

Derrick and Paul will be taking this up with CCG.

SR is happy to support this issue

Date and time of next meeting to be arranged