

Minutes of
Blue Dykes Patient Participation Group Meeting

12th November 2015 Clay Cross

Presentation by Helens Trust 7.30pm

A representative from Helens trust gave a short presentation on the services funded by the Trust. This local charity was set up to help people with a terminal condition who want to stay at home in the final stages of their illness. The referring in process and details of the support provided was included in the presentation.

Following this presentation a discussion took place on the best way for the group to proceed whilst there is no Chairman to formally take the meeting. Mr D Briggs has recently made the difficult decision to stand down from activities connected to the PPG for personal reasons. He has agreed to review his position in approximately 6 months.

As there were no other volunteers to take on this role on a temporary basis, it was agreed we “manage the best we can” without a chairman for the time being. This will be reviewed prior to the next AGM. D Briggs will hopefully have a clearer indication of his position by then.

Present

H. Johnson, I Barlow, J Beksa, B Garbutt, J Kirby, M Turton, R. Butler, N. Davies
Dr C Shell, C Kirk.

1. Apologies

J. Strong, G Elvidge

2. Approval of minutes

The September minutes were approved as a true record. Proposed by H.Johnson and seconded I. Barlow.

3. Matters Arising

C. Kirk agreed to produce the next Newsletter which should be available early December. The proposed letter that D Briggs was planning to send was also discussed as this was still outstanding. The group felt it would still be worthwhile preparing a letter and J. Beksa agreed to prepare a draft for consideration at the January meeting.

The final CQC report following inspection in August has still not been published although it has been indicated that the overall rating will be “Needs Improvement”

Regarding asking patients for a reason for their doctor’s appointment, the admin staff report this has been fairly well received. Some patients are reluctant to disclose the reason but the staff are aware to use a soft approach in this matter.

With regard to limiting the times the prescription telephone line will be open, the Surgery answerphone still needs to be amended. This will be attended to as soon as time & workload on the Practice Manager allows.

4. Treasurers Report

The treasurer confirmed the balance of funds on hand to be £863.86. A very successful flu day raffle had raised £683 and the group were very grateful for the support and help of Mr Peter Greenwood (an ex PPG member) during the event and for delivering prizes.

Revenue from books & pens continue to raise approximately £15 per month.

5. PPG/PRG Events

J. Kirby had attended a PPG network event prior to coming to this meeting.

The subject of patients with long term conditions having a self-management plan had been discussed. This involves patients with multiple conditions e.g. asthma, diabetes, COPD having a self-management plan which pull all reviews relating to these conditions being carried out together and involving the patient more in their own care. The Practice are already doing some of this work and will be developing this further under the terms of the New GP Contract Reporting Procedure.

The introduction of TV screens into GP waiting rooms had also been discussed. These are used to deliver health related messages and information. The cost of this would likely to be £1800 per practice, however, at the present time the cost of this would make this useful, but not essential, facility possible.

6. Surgery News

C. Kirk reported that now Dr Bean had gone on Maternity Leave the Practice had secured the services of a long term locum to cover her absence. Dr Danail Denkov would be working four days a week and would be doing some sessions at Grassmoor.

One of the ANPs would be leaving in December and the lead nurse for Mental Health would also be leaving in January. Steps are being taken to replace these team members who have enjoyed working at the Practice but have decided the time is right for them to move on.

7. Patient Complaints

C. Kirk reported there had been 9 patient complaints registered since the group last met. 8 from Clay Cross patients and 1 from Grassmoor.

3 complaints related to prescription matters and difficulty with getting access to System Online.

3 complaints related to attitude of clinical staff.

1 complaint related to the 111 service in the main, however, the practice had also been involved with the incident.

1 complaint related to a referral being delayed

1 complaint related to the clinical ability of a team member.

All of these had been fully investigated and letters of apology/explanation sent to the patients concerned. Each complaint had also been discussed at Practice Team meetings so that any learning points could be shared.

J. Beks raised the point that during times he had been waiting in reception he had noted that the manner in which patients spoke to the staff on reception was, on occasions, unacceptable and he wondered how the staff felt about that. C.Kirk reported she had held a meeting for the admin team the previous day when this subject had been raised.

The practice operates a zero tolerance to abusive behaviour and should patients act in an unacceptable manner either the Practice Manager Assistant Manager or Patient Liaison Advisor contact the patient directly. The group supported any action taken to protect staff from abuse.

8. Any Other Business

J. Beksa asked if a patient survey would be carried out this year C. Kirk advised that there was no obligation on the Practice to do this, however, as this is a very useful piece of patient feedback it would be good to consider this. It was agreed a small subcommittee be set up to think about questions and prepare a draft document. J Beksa, H Johnson M Turton & N Davies all volunteered to assist with this. C Kirk to arrange a meeting in due course. Once prepared a draft document will be submitted to the group for consideration prior to the next meeting.

J Kirby enquired if the Practice were aware of the Pharmacy to U flyer that was being mail dropped in the area. C. Kirk advised this had been brought to the attention of the Practice Manager as by including Blue Dykes Surgery on the document it was giving the impression the Surgery were endorsing this company. C Kirk advised this was not the case; patients are free to choose to have whichever Pharmacy they prefer to dispense their medication. It was agreed something about this could be included in the forthcoming newsletter.

Meeting Closed at 8.50pm

Next Meeting to be held Grassmoor Thursday 14th January 2016. 7.30pm