

## Minutes of

### Blue Dykes Patient Participation Group Meeting

10<sup>th</sup> September 2015 Grassmoor

#### Present

H. Johnson, D. Briggs, . I Barlow. J Beksa, J Strong, B Garbutt, J Kirby. M Turton, Dr M Wayman, Dr C Shell, C Kirk.

#### 1. Apologies

J. Slater, R Butler, B. Hill, N Davies

#### 2. Approval of minutes

The July minutes were approved as a true record. Proposed by H. Johnson and seconded J. Kirby.

#### 3. Matters Arising

D. Briggs confirmed he had partly prepared the newsletter and this would be forwarded to C Kirk within the next 2 weeks.

The letter to local MP Natascha Engel. D Briggs had met with K Slack and made some notes concerning this. He apologised for the delay in completing this task and would finalise it as soon as possible. It was agreed that emphasis needed to be put on the GP recruitment problems in this area. J Kirby had written to Natascha Engel as an individual and had received a reply from the Under Secretary of State for NHS Productivity. This outlined the measures to be put in place by the government, e.g. setting maximum hourly rates for doctors and nurses, £10 million investment to expand GP workforce.

#### 4. Treasurers Report

The treasurer confirmed the balance of funds on hand to be £166.41. Recent outgoings have included payment for water supplies, and lotteries licence. Sales from books pens etc raised £26.20.

#### 5. CQC Feedback

The Surgery are still waiting for the report to come from CQC following the inspection in August.

## 6. PRG/PPG Events

J Kirby had attended a networking meeting and he had understood that other practices in the NE Derbyshire area were struggling with the same recruitment problems as Blue Dykes.

D Briggs had attended a meeting earlier that evening where the results of the National Patient Survey were made available. Blue Dykes had not come out particularly well although it was noted that this was a small sample of patients surveyed.

Areas of concern were around ease of getting an appointment, getting through on the telephone, awareness of on line booking. On the plus side, the level of care was felt to be good and the receptionists were also rated as friendly and efficient.

## 7. Flu Days

This year's raffle tickets for the flu campaign have been printed by H. Johnson and prizes are ready for the draw. H Johnson asked for volunteers to help on the days. P Greenwood (former PPG member) will help on the 2<sup>nd</sup> flu day and has also donated a prize.

## 8. Patient Complaints

When the representatives of the PPG met with the CQC one of the things they asked about was patient complaints and if the group were made aware of them. In the past the nature and amount of complaints were not discussed at PPG meetings. The group felt that as they often brought concerns to the attention of the Practice themselves on behalf of other patients. As this matter had been highlighted C Kirk had made this an agenda item and proposed that in future she advise the group of the number of complaints received and the nature of them. Patient confidentiality would of course be maintained.

3 complaints had been received since the last PPG meeting.

2 at Clay Cross & 1 at Grassmoor.

The Grassmoor complaint related to the telephone system/administration & delay in being seen for an appointment. The outcome of this highlighted a technical issue with the telephone which the Practice is working to resolve. A letter of explanation and apology has been sent to the patient.

One Clay Cross complaint related to clinical care & attitude of a locum ANP. These comments were duly noted and the patient did not wish to take this further.

The other complaint (received that day) related to the new prescription on line ordering system. The patient felt this to be over complicated and not enough information was available to help with the process. A letter of apology will be sent to the patient and the patient liaison advisor will work with CK to provide some printed information for patients who wish to register for the on line service.

## 9. Any other Business

J. Kirby provided some information concerning a tinnitus awareness session to be held in October at Clay Cross Social Centre.

The Hardwick CCG will take place on 21<sup>st</sup> September for anyone wishing to attend.

CK asked for comment on a couple of items that are being considered by the Practice.

- 1) When making an appointment, the doctors would like a reason for the appointment to be given at the time of making the booking. This will enable the doctor to have an awareness of what the problem is before the consultation begins. This will also allow other clinicians to help out if a doctor is falling behind with seeing patients. There were some concerns that not all patients would be willing to disclose this information to the receptionist on duty. Dr Wayman explained this would not be forced upon patients and a soft approach would be used by the staff. With this in mind the group felt this would be acceptable.
  
- 2) The surgery is giving some thought to closing the prescription enquiry option on the telephone system during the lunch period. This is due to a lack of available resources during the lunch period. The group thought this would be acceptable on a trial basis providing patients were kept informed of these changes.

CK thanked the group for their input and will take this information back to K Slack Practice Manager for final decisions to be made.

Meeting Closed at 9.10pm

Next Meeting to be held at Clay Cross Thursday 12<sup>th</sup> November 2015.