**The Charnwood Practice PPG Meeting – Minutes**

**Merlyn Vaz Health Centre**

**Saturday 6th August 2016 11am**

**Attendees**

**Present:** Michael Maxwell chair (MAX), Juliana Hector (JH), Angela Macklin (AMM), Dr. Alison Mawby (AM), Pat Davies (PD).

**Agenda**

1. Apologies - Howard Kendall (HK), Sue Kendall (SK), Kathryn Brain – Practice Nurse (KB), Paul Houseman (PH), Percyfene Thomas (PT).
2. Previous meeting minutes agreed. (MAX)
3. Matters arising from the previous meeting minutes. (MAX)
   * 1. No matters arising.
     2. Review of action log
4. Update from the Leicester City Patient Group Forum Meeting.
   * 1. No update presented at this meeting as no one present had attended. The Kendall’s to report back at next meeting.
5. Practice update (AMM)
   1. **Staffing**
      1. **Dr Hawkins** has left the practice for personal reasons. The practice supports his decision and wishes him all the best for the future. The practice is actively trying to recruit a new salaried GP. AMM explained this would be difficult in the current market and may take a little time but important that we find the right person to join the team. AMM assured the PPG members that the quality of service offered by the surgery would not be affected and explained that locums would be arranged but from the pool of regular locums that we use who already have an understanding of our patients needs and how our procedures work.
      2. **Darren Macklin** (Patient Services Team) has a new role as a Compliance Officer working across surgeries. AMM explained what compliance was and that it is a really important area highlighted by the recent CQC inspection. Still have the benefit of his services at The Charnwood Practice but he is no longer employed by the practice, now works as a contractor. The practice supports Darren’s decision to explore an area of interest and wish him well.
      3. **Lesley Lucas** (Nurse Prescriber) will be leaving the practice in August. The decision has been made not to replace the position. Will explain the reasons for this decision later when the new appointment system is discussed.
   2. **Services / Projects Updates**
      1. **Further unannounced CQC Inspection** – AMM recapped briefly on the first inspection this year in February and the ratings that the practice received following this visit. 2 x Goods, 2 x Needs Improvement and 1 x Inadequate. All PPG members agreed that they could not understand why we had received these ratings and did not feel they were a true reflection of the quality of the practice.

AMM explained how she had been off site when she received a call from a member of the patient services team advising that a CQC inspector was at the practice waiting to proceed with an unplanned inspection. On arriving at the practice half an hour later AMM explained to PPG members that she had showed the inspector the work the practice had done since the last visit on the areas they had highlighted as needed improvement. AMM shared with PPG members that the inspector had been really impressed with what she saw, would be submitting her findings to the board and the previous ratings would be reviewed.

AMM was pleased to announce that the practice has been given a new overall rating of Good and Good across all 5 key CQC rating areas.

MAX congratulated the practice on the work they had done and the new ratings.

* + 1. **Changes/Improvements to the current appointment system** – AMM reminded the PPG that the practice had made changes to the appointment system in December ’15 which had been successful. Feedback from the practice team and patients alike had been positive. AMM also explained that we are always reviewing processes, evaluating and making further changes to improve. This is what we have done recently. Other factors have also been considered including the new Quality Contract offered by the CCG that we have signed up to (committing to offer so many appointments per 1000 patients) and review of staffing requirements due to recent leavers.

AMM also explained other services had been funded by CCG to support patients flexible lifestyles eg. The city Hubs and Digital GP. MAX requested more information on these services.

AMM explained that the proposed changes/improvements which were coming into effect on Monday 19th October was as follows:

* The practice would be continuing the trend of more advanced appointments being available daily for 3, 4, 5 and 7 days time
* All same day appointment requests including minor illness clinic appointments to be triaged by the clinical team before being offered to the patient. This is one of the successes of the changes last December as it avoids appointments being given out on a first come first serve basis rather appointments are allocated on a clinical need basis.
* Cut off time of 12 midday for home visit requests, telephone advice requests and same day appointment requests.

Details of the changes/improvements have been added to the website and also will be handed out to visiting patients for at least 1 month before the proposed changes.

* 1. **Complaints / Significant Events / Friends & Family Test (FFT)**
     1. **Complaints** – No complaints to discuss at the meeting.
     2. **Significant Events** – AMM went through the significant events since the last PPG meeting

May 2016

* Scanning error
* Oxygen Cylinder
* Anaphylaxis

June 2016

* Vitamin D
* Stroke undetected by hospital

July 2016

* B12
* New cancer diagnosis
  + 1. **FFT updates** – Average monthly figure since last PPG meeting 93% of patients would recommend the surgery to a friend or family member. This month follows general trend of a mixture of extremely likely and likely ratings.

1. AOB(MAX)

**PD –** Queried something she had seen on the news. Had we heard that patients would be removed from a practice’s list if they had not attended within the last 5 years. AMM confirmed that she too had heard about this but was just an idea being discussed at the moment and was more about checking people were still living in the area they were registered not about punishing patients who did visit the doctors.

**JH** – Commended the practice on how well they were looking after her mother. Reception had been really helpful at arranging appointments to suit. Really happy with the service the practice is providing.

**MAX** – Wanted to discuss the frequency of meetings. Had checked the constitution and supposed to have 4 per year which equates to having a meeting every 3 months. All PPG members present were happy with this and it was agreed to decide which months meetings would be held now (actual dates to be agreed at a later point) so that key holiday months were avoided. Future PPG meetings would be held in November, February, June and September.

1. Agreed date for next meeting – Saturday 12th November 2016.

**Meeting Closed**

**Action Log**

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| Ref. | Date | Action | Owner | Update | Status |
| 16/08/14-1 | 16 Aug 2014 | Name badges for staff. | AMM | Issued to staff. | Complete |
| 16/08/14-2 | 16 Aug 2014 | Options for PPG marketing. | PH | New website to aid the promotion of the PPG | Complete |
| 16/08/14-3 | 16 Aug 2014 | PPG photographs. | PH | New website with capability to display photographs as an initial step. | Complete |
| 07/02/15-1 | 07 Feb 2015 | Link to the Better Care Together to be added to the Practice website. | PH | Link added. | Complete |
| 07/02/15-2 | 07 Feb 2015 | Draft questions for the Leicester City Patient Group Forum to be email to PPG members for review. | PH | Questions noted and sent to the city-wide PGF. | Complete |
| 07/02/15-3 | 07 Feb 2015 | Remind all admin team members to offer patients access to discuss matters of a sensitive nature in private. | AMM | Staff updated and posters available in reception for patient information. | Complete |
| 07/02/15-4 | 07 Feb 2015 | Update missing members photographs onto the Practice website. | PH | Photographs updated. | Complete |
| 18/04/15-1 | 18 April 2015 | Update Carer and Safeguarding registers. | PH | Safeguarding register now in place. Carer list is work in progress – a project for 2016. | Ongoing |
| 18/04/15-2 | 18 April 2015 | Diabetes Service Review – copies of the review to be made available to Patients. | AMM |  | Complete |
| 18/04/15-3 | 18 April 2015 | Staff biography detailing background and training. | PH / AMM |  | Ongoing |
| 20/06/15-1 | 20 June 2015 | Delayed appointment time – communication method to patients. | AMM |  | Ongoing |