

The Beaches Medical Centre Patient Participation Group Meeting

Wednesday 3rd April 2019 @ 10.00 am



Minutes

Present:	Tina Cleveland Graham Dunhill Jill Emmerson Lyn Gibbs Sue Knight	Sandra Peppiatt Dawn Reeve Tony Waring John Watt
Apologies:	Dawn Barnham Ray Cleveland Martin Knowles	Teresa Plane Chris Smith

Item	Action
<p>1. Tina welcomed everyone to the meeting and thanked everyone for giving up their time to spend time in the waiting rooms helping patients complete the patient survey.</p> <p>2. Minutes from the meeting on 1st March 2019 were agreed as accurate. The action point log was reviewed and updated as follows: AP16/18 – C/F. Will be reviewed again later in the year. AP32/18 – Cleared, some funding has been received for PCN working across all Gorleston practices including MIND, cost of signing up to Primary Care Law and setting up a central IT library. Our locality (PCN) is not one of the most progressive ones. AP34/18 – C/F, Tina will remind Karen about this AP37/18 – C/F, Dawn B. will speak to System One about using the correct locations on appt sheets AP3/19 – Cleared. Partners have agreed to have a telephone hub installed (call centre) based at Sussex Rd. This will be expensive to install and will have between 6 /8 staff manning it depending on demand at any given time. Reception staff will cover the phones on a rotation basis. The telephone number will be 414141. Magdalen Way and Hopton sites will have extensions but no direct lines. There will be a call queueing system so that Dawn R can utilise staff as necessary and patients will know where they are in the queue. All calls will be recorded. An advert is running currently to employ more reception staff who will be required when the new system is installed in approximately eight weeks' time. AP8/19 – C/F, Tina will speak to the nurses and Sue Smithurst (Bereavement). Dawn R will speak to Frank (ANP) and Vinnie about a dietician.</p> <p>3. Practice Update: Dawn and staff have been extremely busy dealing with issues raised by CQC but feel the inspection was very blurred as they only inspected one surgery despite the merger. As a result, one of the issues listed covered outstanding scanning and read code work which included a backlog of work from Magdalen Way. The CQC inspection took place shortly after the merger and during a period of high staff sick absences and rated Central Healthcare as "Inadequate". An action plan was produced covering the issues raised by CQC, then CCG also produced an action plan with impossible tight deadlines which the practice is working through. LMC were involved for their support.</p>	

Dr Ward has returned to the practice working five days a week and Dr Beata has reduced her hours working on Monday, Wednesday and Thursday so her patient list has reduced accordingly. Mercedes (maternity leave) & Jess (sick leave) both from Magdalen Way have resigned. Two reception staff have been recruited as well as a part time phlebotomist working three days a week. Marie will also be doing more phlebotomy work. Richard Colden a full-time nurse practitioner started this week and Angie Pope, an experienced advanced nurse practitioner starts tomorrow working two days a week. A full-time clinical pharmacist starts end of April and funding is available to employ a part time clinical pharmacist as well. Gina (Sussex Rd) will be retiring. The SAS contract has gone to Essex but they are in discussions with the Beaches to continue seeing these patients. Dr McCall (Millwood) is the lead GP for Gorleston Primary Care Network (PCN) known previously as a locality. The Beaches and Millwood are currently having talks about working more closely and already have access to some MIND appointments. Extended hours may be devolved to PCN's and work alongside improved access and 111 service which may cause some confusion. Gorleston PCN currently covers 45,000 patients.

4. PPG Patient Event 2019:

Tina will speak to the nurses and Sue Smithurst and Dawn will talk to Frank and Vinnie about a dietician. Tina is waiting to hear from a pharmacist but MIND and Living Well Connectors are "on-board". Lyn had positive responses from all three community magazines about advertising the event but nothing has been heard from Gt Yarmouth Mercury. Dawn will approve the newsletter and poster so that they can be distributed. Posters will also be displayed in all three waiting rooms. Jill, Sandra, Sue and Tony took some posters to be displayed in other locations around the town. Dawn has copies of the literature that need photocopying for the evening. Morrison's have kindly donated a £20.00 voucher to purchase goods for a food hamper and Sue kindly donated a basket (for the hamper) and a bottle of rose wine.

AP12/19 – Tina & Lyn to put together the hamper & check refreshment stocks.

Tina & Lyn

On the night, Sandra & Sue will do the refreshments and John will be on the door handing out free raffle tickets. Members attending will arrive at 6.00pm to help set the room up and hand out literature as people arrive.

Two medical bracelets worth £50 each and forty-eight more basic medical bracelets have been donated for our use. As we are only having a free raffle at the event it was decided to retain the more expensive bracelets until we hold a proper raffle while the basic bracelets will go to patients with more complex issues.

5. Brainstorm Session:

This will be carried over to the next meeting.

6. Feedback from PPG Forum:

Some members from the Forum will be part of a sub group to discuss the best way to move forward at a strategic level to ensure the patient voice is heard.

Discussions are ongoing about the future of the CCG's and whether there is a need for five in the Norfolk and Waveney area.

7. Any other business:

- Email received from Sara Harvey, Operations Manager, Millwood Partnership to discuss the merits of having a PCN PPG. Millwood do not have a PPG although Sara has a couple of interested patients. Members preferred to have separate PPG's but happy to have ad-hoc PCN PPG meetings. Members will support Millwood to set up a PPG.
Meeting arranged with Dawn, Tina & Lyn on 26th April to discuss

- Some patients think the survey is too long but need to explain that

questions have to be the same each year to enable an accurate comparison of the results. There have been a few issues with members turning up in waiting rooms and finding that there are no survey forms or clipboards readily available. Dawn apologised and reiterated issues with staff sickness. Staff are also issuing copies of the survey.

- DNA's are automatically recorded when a patient fails to attend, and a text message is generated and sent to the patient.
- Tina ordered a new photo frame to replace the one that was stolen. Photos will also need to be updated to reflect staff changes.
- Our PPG Facebook page now has 386 followers and 382 likes. Tina attended an event run by Ian Wakefield (CCG) about running a Facebook page.

AP13/19 – Dawn to let Tina have a utility bill for the practice so that she can properly authorise the PPG FB page.

- Ryan Cleveland has been designing a website for the practice – clerical copies of the website were given to Dawn to agree the content. If Dawn wants a copy of the survey included on the website an email address will be required.

8. Dates for future meetings of The Beaches Medical Centre PPG:

Wednesday 22nd May 2019, **12.00** at Sussex Rd.

Meeting closed at 11.50.

Dawn R.