

The Beaches Medical Centre
 Patient Participation Group Meeting
 Wednesday 22nd May 2019 @ 12.00 noon



Minutes

Present:	Tina Cleveland Graham Dunhill Lyn Gibbs Sue Knight Martin Knowles Liza Pepper (items 1&2 only)	Sandra Peppiatt Teresa Plane Dawn Reeve Chris Smith Tony Waring John Watt
Apologies:	Ray Cleveland	Jill Emmerson
Item	Action	
<p>1. Tina welcomed everyone to the meeting especially Martin who was attending his first meeting and Liza from the Norfolk & Suffolk Foundation Trust Wellbeing Service.</p> <p>2. Liza is a Team Leader for the Long-Term Conditions Wellbeing Service which can help people manage anxiety, stress or low moods caused by chronic pain, diabetes or coronary heart disease. They offer three types of workshop at the Oak Tree Centre in Northgate hospital for people aged 16+. People can self-refer for an assessment, usually by phone to see that they meet the criteria to attend a workshop which runs over four weeks, each session lasting 90 minutes. Workshops will start in July, on Tuesdays between 1.00 – 2.30pm. Timings may be reviewed depending on feedback. Support and guidance can also be offered to all staff and clinicians in the practice so that they know what signs to look for in a patient that may be suitable for referral to this service. This service would not be suitable for people in crisis only those people with mild – moderate issues. If necessary one to one workshops can be offered either face to face or by phone, but this requirement would be identified during the assessment. They can also offer web streams for people who are in work. In time they hope to have someone from the Wellbeing service attached to each Primary Care Network. They also offer help with mental health care and can signpost people to other services or agencies. Posters and leaflets are available for display in waiting rooms. Liza left the meeting.</p> <p>3. Minutes from the meeting on 3rd April 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. AP34/18 – C/F, Dawn will speak to Karen about this AP37/18 – Closed – the NHS app will be promoted instead.</p> <p>AP14/19 – Dawn to query with CCG why Central Healthcare Centre is coming up on the NHS app instead of the Beaches.</p> <p>AP13/19 – Cleared.</p> <p>4. Practice Update: The practice produced a detailed action plan following the CQC inspection which is being worked through with the support of the CCG. CQC will return within 6</p>	<p>Dawn R.</p>	

months of the last inspection to undertake a full inspection across all three sites. Sick absences have reduced, and three full time reception staff have been recruited. A lady has been recruited to work part time over a temporary period to work specifically on clearing the backlog of new patient summarising. The read-coding backlog has already been cleared. DBS checks must be done every three years so all outstanding ones have been applied for and Dawn has undertaken the necessary risk assessments on staff pending the completion of the DBS checks. Peer reviews are being done and appraisals need to be completed before the next CQC visit. The appropriate processes and procedures have been put in place across all three sites and staff morale is slowly improving.

Dr Mohammed left at short notice due to personal reasons and Dr Adly is on long term sick. Dr Uddin (female) has been employed as a long-term locum. Dr Ward and Dr Singh have settled in well and Dr Maleki and Dr O'Donnell continue as locums. Richard Colden (ANP) has started work so has Winnie, the Clinical Pharmacist. Work is being done with the Millwood practice as part of the PCN.

1.00pm – Sue Knight left the meeting.

5. Review of the PPG Patient Event 2019:

Tina thanked all staff and committee members for their support, which helped make the event a success. Verbal feedback on the night was very positive as was the written comments on the evaluation forms. Feedback from MIND and the Stoma nurses was also very favourable. It was noted that CCG had provided absolutely no support at all which was very disappointing. It was agreed that a yearly event should be held.

6. Positive Psychology to reduce DNA's:

A paper had been shared by another practice as best practice to help reduce the number of DNA's by using positive psychology highlighting the numbers of appointments attended rather than the numbers DNA'd. The committee had mixed views about this so it was suggested that posters could be displayed showing both aspects.

AP15/19 – Dawn to discuss with Kim to see if it will cause extra work providing numbers attending as well as numbers failing to attend.

Dawn R.

Once the new phone system is installed, hopefully beginning of July, more patients will phone in to cancel unwanted appointments or send a text message.

7. Tap2Tag:

Tina is holding a boxful of Tap2Tag bracelets which are ready for free distribution to patients that would benefit from them. Dawn suggested that GPs and ANP's were best placed to nominate suitable candidates. There was some discussion about this being a good news story that local community magazines may find interesting enough for an article in their publication.

8. McMillan Coffee Morning:

This will be held on 27th September at Sussex Rd practice (most suitable location as largest premises with higher patient attendance).

9. PPG Forum Update:

The NHS App is being rolled out and online consultations will be coming in due course. Cannabis medicine will be very controlled and probably, only prescribed by Gt Ormond St hospital. A subgroup from Forum members met on 21st May to discuss the future of the Forum.

1.45pm Tony and Sandra left the meeting.

10. Improvement Suggestions:

These ideas were generated at the meeting on 24.1.19 and, on going through the

list, some of the suggestions have already been covered or superseded so no further action will be taken on these. One of the suggestions was to have stronger links with A&E. Dawn has already approached the JPUH suggesting that staff from A&E may benefit from coming into the practice to see how they triage patients etc.

AP16/19 – Lyn to query this with JPUH to see if they would find this beneficial.

Lyn

Tina spent £7.13 on items for the PPG patient event and, rather than withdrawing money from the bank account it was agreed this would be deducted from the book donation money. £3.90 has been retrieved leaving a balance of £3.23 still owed to Tina.

11. Any other business:

- Week commencing 10th June is carers week and it was agreed that this should be recognised.

AP17/19 – Tina and Lyn to consider what can be done for Carers week.

Tina & Lyn

- It was suggested that now we cover three surgeries, committee members may like to be linked to one surgeries so that they undertake activities in the same one each time.

AP18/19 – Lyn to add this as an agenda item for the next PPG meeting

Lyn

- It was queried whether any action has been taken on the patient survey. Dawn doesn't think we have enough completed to make the survey viable so Tina will count the number to see how many there are. Suggested that staff at all three surgeries could put these out on the chairs each morning.
- The CQC report said that the national patient survey showed a lower satisfaction than the national average. Dawn confirmed this was due to access issues which should be improved once the new telephone system is installed.
- Our prescriptions advertise that POD opens at 9.30 – is this correct?

AP19/19 – Dawn to check correct opening time for POD with CCG

Dawn

- Tina will promote the NHS app.
- Axe the Fax – from September no more faxing should be done
- Photo display for clinicians, including all GP's across the three surgeries, staff and PPG members all need updating
- Dawn and Tina will get together to finalise the Beaches web site

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

Friday 28th June 2019, 10.00 am at Hopton

Friday 16th August 2019, 10.00am at Sussex Rd

Friday 20th September 2019, 10.00am at Hopton

Meeting closed at 14.15.