

The Beaches Medical Centre Patient Participation Group Meeting

Thursday 3rd October 2019 @ 10.00

Minutes



Present:	Ray Cleveland Tina Cleveland Graham Dunhill Lyn Gibbs	Sue Knight Dawn Reeve Chris Smith Tony Waring
Apologies:	Jill Emmerson Martin Knowles	Sandra Peppiatt Teresa Plane
Item	Action	
<p>1. Tina welcomed everyone to the meeting and the minutes from 16th August were agreed as accurate.</p> <p>2. The action point log was reviewed and updated with all cleared actions being removed: AP16/18 – C/F indefinitely AP34/18 – C/F, Dawn must check these then pass them to Tina AP14/19 – C/F AP 23/19 – Removed, Dawn & Sue to discuss AP24/19 – AP 27/17 inclusive were all cleared</p> <p>3. Practice Update: The Expression of Interest issued by CCG closed on 16th September with interest being shown by four parties including practices in Acle & West Norfolk, Park surgery in Gt Yarmouth and Dr Uddin along with two other GP's. Representatives from CCG, Drs Gopaul and Moghaddas will now meet with all parties and, once a decision is made, will inform staff. Agreed support should then commence from 11th November. The practice is still having weekly discussions & meetings with CCG in preparation for the anticipated CQC inspection although CCG are making many demands on some practice staff and demoralizing them rather than being supportive and helpful. There are staffing issues in the practice as two F/T reception staff are on L/T sick absence and three are on maternity leave. Three F/T reception staff have been recruited on fixed term contracts and will be made permanent if those on maternity leave decide not to return. Tegan, Maria and Jackie have started training which initially puts more pressure on George/ Rachael and the reception team. Sue the newly recruited Phlebotomist is doing well and Ann French (Phlebotomist) will commence HCA training. Two F/T practice nurses are on L/T sick which is putting pressure on the other nurses and despite all efforts, including registering with seven Agencies to recruit, no applications have been received. An advert went out for a F/T clinical Pharmacist following Winnies departure with two applicants awaiting interview. A locum Pharmacist has been taken on in the interim.</p> <p>AP28/19 – Graham to provide Dawn with contact details for the Pharmacist he knows.</p> <p>Two locum GP's (one new to the area and one newly qualified) will do some sessions with the practice. Dawn Barnham is now based at Sussex road and deals with complaints as part of her role. Michele McMahon is now based at Hopton.</p>	Graham	

<p>4. Updates on Healthwatch and PPG Forum: Kerry Campbell, Healthwatch Norfolk will attend a flu clinic to talk to patients. She is also spending time in the A&E department at JPUH trying to find out why people are there rather than attending a GP surgery. The last PPG Forum meeting included discussions on cancer prostate services and Vascular (heart) disease. The test for prostate cancer is not 100% reliable so research is being done in this area. There is also an issue with non-emergency patient transport services. The five CCG's in Norfolk and Waveney will become one from April 2020. PPG's currently have no voice with PCN's so it was queried how patient voices will be heard in the future.</p> <p>5. National Patient Survey: 321 surveys were issued with 134 being returned. The results were received and discussed at the September Service Development Group meeting. Dawn shared the outcomes of these discussions which are attached separately for information. It was also noted that the new telephone system includes call monitoring and GP's now have protected time when they phone patients rather than seeing the patient in the surgery which is working well as is having the on-call GP sitting with the call centre staff. The reception staff are learning so much from hearing the interaction between GP & patient and the GP is also on hand to give advice & support as necessary which is also reducing the number of system tasks being generated. It was asked whether Advanced Nurse Practitioner appointments are still released on-line so Dawn will check that this is still happening.</p> <p>AP29/19 – Dawn to confirm that ANP appointments are available on-line</p> <p>It was also highlighted how difficult it can be for a patient when a clinician says they'd like to see them again after a specified time when trying to book that appointment.</p>	<p>Dawn</p>
<p>6. Complaints: Dawn Barnham now deals with all complaints. One complaint has been outstanding for some time awaiting a response from the GP concerned but this has now been received so that the complaint can be dealt with. A query was raised concerning a letter from a consultant being sent in May but only being put on file in July. Dawn will make sure staff are checking the system correctly as there are no outstanding letters.</p> <p>AP30/19 – Dawn to check that reception staff are using the system correctly for checking correspondence received</p>	<p>Dawn</p>
<p>7. MacMillan Coffee Morning: Tina thanked the committee members that had helped on the day and confirmed that £150.17 has been received so far. It was disappointing how few patients turned up on the day which may have been because the newsletters hadn't been on display in the practice waiting rooms before the event. In future, Dawn asked Tina to send newsletters directly to George / Rachel rather than Karen. Patients are also still complaining about the tannoy system and not hearing the name being called. Dawn will again tell clinicians they should be using the TV screen to call patients through.</p> <p>AP31/19 – Dawn to tell clinicians to use the TV screen to call patients not the tannoy.</p>	<p>Dawn</p>
<p>AP32/19 – Tina & Lyn to communicate to all staff appreciation and thanks from the PPG (on behalf of patients) for all their hard work</p>	<p>Tina / Lyn</p>
<p>8. Any other business:</p> <ul style="list-style-type: none"> • The PPG Facebook page now has 488 likes which is up by 35 this month • Copies of the Village Voice community magazine will be displayed in all three waiting rooms each month 	

- Tina has received interest from a patient about joining the PPG – she will be invited to attend as an Observer. It was also disappointing that John hadn't sent apologies for this meeting especially as it was held in Hopton
- Fifteen Tap2Tag bracelets have been issued recently but disappointingly, feedback has only been received from two patients. Tina still has quite a few to give out to patients with long term health conditions.

AP33/19 – Tina to contact Frank to see if he'd like some to issue to diabetic patients

Tina

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

Friday 15th November 2019, 10.00am at Sussex Rd. Susie Capon (ECCH) will attend.

Meeting closed at 11.55