

The Beaches Medical Centre Patient Participation Group Meeting

Friday 15th November 2019 @ 10.00

Minutes



Present:	Steve Lloyd (Part) Ray Cleveland Tina Cleveland Graham Dunhill Jill Emmerson Lyn Gibbs	Sue Knight Sandra Peppiatt Dawn Reeve Chris Smith Tony Waring
Apologies:	Martin Knowles	Teresa Plane
Item	Action	
<p>1. Tina welcomed everyone to the meeting and Steve Lloyd introduced himself. Following the “Expression of Interest” issued by CCG, Steve and Dr Imran Ahmed will be working with and supporting the practice for possibly five years to help the Beaches Medical Centre improve their rating with CQC and to provide a better service to its’ patients. Both Steve and Dr Ahmed have experience in improving the performance of practices and will use their knowledge to bring structure and improved processes into the Beaches. They will involve the PPG in their activities as the patient voice. Steve left the meeting at 10.45.</p> <p>2. The minutes from the meeting on 3rd October were agreed as accurate apart from one spelling mistake on page two which should be prostate. The action point log was reviewed and updated with all cleared actions being removed: AP16/18 – Removed AP34/18 – C/F, Dawn must check these then pass them to Tina AP14/19 – C/F AP28/19 & AP29/19 were cleared AP30/19 – C/F AP31/19 – AP 33/17 inclusive were all cleared</p> <p>3. Practice Update: Staff have been very receptive to the arrival of Steve & Dr Ahmed and discussions with staff are ongoing. New reception staff were recruited to cover L/T sick absences and maternity leave. George and Rachel have led on their training which is going very well. The call centre is now fully manned and working well with Julia having the lead. Issues on Monday and Tuesday at Magdalen Way and Hopton when their phones were down. A clinical pharmacist will start work in January working Monday & Thursday and it isn’t known at this stage whether the locum clinical pharmacist will be retained. Sandra & Sue left at 11.00 and Jill at 11.10.</p>		

<p>4. Patient Survey: This was conducted locally in the Spring but has just been collated by Tina. Members agreed that another survey needs to be conducted early in 2020 although it was suggested and agreed that the current survey form needs to be simplified and more succinct as some of the returned survey form were not completed fully. As a starting point a revised survey will be emailed out to virtual members in January to access the return rate, then, if the numbers are acceptable, surveys will be issued to patients in all three waiting rooms.</p> <p>AP34/19 – Tina, Lyn & Dawn to agree format of revised patient survey form.</p>	Tina, Lyn & Dawn
<p>5. Updates on Healthwatch and PPG Forum: Healthwatch conducted a survey in JPUH A&E department which confirmed that many people present at A&E because they couldn't get a GP appointment.</p> <p>The future of the PPG Forum is not known following the introduction of PCN's and the merger of the 5 CCG's. Sole Bay practice included a question on transport in their survey, but this is probably due to them servicing a more rural area. The Practice Manager has also recruited Councillors onto their PPG as part of the PCN. Funding for PPG's is included in the monies paid to the practice and is not a separate pot. Kirkley Mill performance has been turned around and they are running a new appointment system. It was also mentioned that Rose Lane surgery will be gradually introducing "Footfall" to reduce the current 3-week wait to see a GP. Dawn explained that Coastal Health are looking at patient segmentation so, any patient contacting the practice with co-morbidities will be highlighted when their records are accessed.</p> <p>6. Kids Toys: These were purchased by PPG but have had to be removed from the waiting room due to infectious control requiring that the toys be cleaned thoroughly every day. Unfortunately, no-one has the time to do this. It was agreed that Tina will try to sell these and any funds raised will go into the PPG bank account.</p> <p>AP35/19 – Tina to advertise toys for sale</p>	Tina
<p>7. Any other business:</p> <ul style="list-style-type: none"> • Dawn Barnham is the lead on research at the Beaches and receives information about any projects. • Andy McCall is the clinical lead for Gorleston PCN. • Some practices have "dementia friendly" staff which was thought to be a good idea. <p>AP36/19 – Lyn to try to establish what training is available for staff to be deemed "dementia friendly"</p> <ul style="list-style-type: none"> • JPUH delivers CPR training which anyone can attend, and, once completed obtain a certificate. • Some practices use "volunteers" to help in various ways 	Lyn
<p>AP37/19 – Dawn to discuss use of volunteers in the practice with Steve & Dr Ahmed</p>	Dawn

- Positive feedback received from a patient re availability of online appointments for the same day and the treatment from the GP seen
- It was suggested that the way flu clinics are run should be reviewed to see if they can be managed more efficiently on the day, using PPG volunteers to organise patients and save clinicians from running through to the waiting room etc.
- Timescales for ordering repeat prescriptions (7 days) can mean patients may run out if there are any delays from the pharmacy in supplying medications.

AP38/19 – Dawn to check whether repeat prescriptions can be ordered 14 days in advance

Dawn

- Fiona works with MIND and helps patients dealing with anxiety and stress etc but she doesn't help if the patient has already been referred to the mental health team.
- A Living Well Connector will start work in the practice next week and patients will be able to self-refer themselves to this service.
- Reception staff do not have to deal with many physically aggressive patients and if anyone behaves in this manner then the police would be called. Reception staff were rated very well in both the national and practice patient surveys.
- Gorleston PCN have recruited Amy, a social prescriber who will start work next month. She will look after patients from both Gorleston practices and be able to visit socially isolated patients in their own homes.
- Dawn will be meeting with a GP on Tuesday who may be interested in joining the practice
- Morrisons will be training someone to take over from the previous charity co-ordinator in the Gorleston store. Tina currently holds £40 worth of vouchers donated by Morrisons so members agreed that two hampers x £20 each should be put together for the Christmas "Nominate a Star" draw.
- The PPG AGM will take place at 10.00am on Thursday 9th January 2020, followed by the PPG meeting. Lyn will email members asking them to nominate themselves for any of the posts.

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

Thursday 9th January 2020, 10.00am at Sussex Rd will include the AGM. Susie Capon (ECCH) will be invited to attend in the new year.

Meeting closed at 12.15