

Minutes of Patient Participation Group (PPG) Meeting – Monday 25th April 2016

Attending:- Eddie Thomas (ET) Practice Manager
Sam Bridgewater (SB) PM Assistant
Paul Hubbard (PH)
Harry Summerton (HS)
Val Thornton (VT)
Eve Buchanan – Healy (EH)
Ann Thow (AT)
Kathy Smethers (KS)
Michael Dean (MD)
Jane Powl (JP)

Apologies:- David Bell (DB) Janet Edwards (JE)

CQC INSPECTION

ET reported to the group that the recent CQC inspection had gone very well. We had three inspectors on the day, one shadowing Kelly Hartland and ET, one who interviewed all the doctors working on that day and another who spoke to staff members and patients (and PH from the PPG). The feedback given was that they were very impressed with the training the practice gives and the inspector reported that not one patient, when interviewed, had any complaints about access to appointments. We expect to hear in approximately 6 weeks the results of the inspection and then we are given the opportunity to respond.

emis DEMO

ET informed the group that the surgery will be having an emis demonstration tomorrow with a view to changing the current system(Vision) and that both the doctors and nurses were open to it. ET explained that, although this is unlikely to be for at least 4 months, when the changeover happens, there will be a two week period whereby the system will not be 'live' and therefore this may affect patients when needing to access the online facilities or within the surgery itself. The surgery will put notices up and on the website to inform patients of the likely disruption. The website will remain unchanged with just the links needing updating and there will be a new facility where patients can download as an app on their smart phones. Patients will also be able to receive their blood test results via a text message.

SUGGESTION BOXES

SB said that the red suggestion boxes in the waiting rooms had been checked and could be used for patients to put forward suggestions or questions for the PPG to look into and ask, on the patient's behalf, at the PPG meeting s. SB will put some signs up next to the boxes advertising the purpose of the them. It was agreed that any questions would be answered in the next surgery newsletter or in the PPG minutes, as these are also displayed on the surgery's noticeboard and website. The members will be responsible for emptying the boxes at regular intervals and, it was agreed, the keys would remain behind reception for members to request and return.

APPRENTICE

ET explained that the surgery is in the process of advertising for another apprentice to work within the reception team and admin team. Brogan, our current apprentice, has been a valuable member

of the team but her current term is coming to an end.

ANY OTHER MATTERS

HS gave some feedback on the telephone system, with patients unable to get through at key times. MD said he had also had problems with getting through on the telephone for an appointment. ET and SB were disappointed to hear this, but upon further discussion within the group, the majority decided that the telephone system was not at fault, it was due to the high call volumes the surgery sometimes has to deal with, which is a problem with all doctors' surgeries. ET said that, once emis is installed, the surgery will be encouraging patients to use the improved online booking system, which will alleviate some telephones calls.

MD reported that he recently saw one of the surgery's paramedics and was very happy with the service.

A long discussion was had on whether the surgery had a facility whereby it would flag up if an over 75 had not been seen in the surgery for a long time. ET explained that this would be unworkable for the doctors due to the sheer volume of work this would entail but that the paramedics visit the over 75s, when a visit is requested, and the doctors have a fenced off appointment at the end of their morning surgeries to see patients over 75.

Apologies to the Group: ET and SB should have informed you all that there will be a book of condolence for Dr Sargant, should anyone wish to sign, behind reception by the end of this week. We will advertise this within the surgery also.

Next Meeting: Monday 18th July 2016 at 10.30am.