

Minutes

PATIENT PARTICIPATION GROUP – CIRCUIT LANE

Wednesday 3RD April 2019 – 6.15pm

Western Elms Surgery Chair GR Minutes LT

1.	<p>Attendees: Chair: GR PD PC JS JD NL HM MD LD JG CC Surgery: LT JK SK KF</p> <p>Apologies: DE / LH / Dr Batista</p>		
2.	<p>Minutes of last meeting and matters arising</p> <p>The minutes of the last meeting were voted as accurate and accepted.</p> <p><i>Fundraising</i> A number of the group bought books in to be sold to the patients. The PPG asked that LT produce some posters and ideally we would like a big barometer to show how we are doing. Other suggestions to be bought forward at the next meeting. Agreed to raise funds for a Doppler.</p> <p><i>Minutes</i> Agreed that LT would take the minutes for a while longer. It would be nice to have LH to attend the meetings and not worry about the minutes. Still to iron out turnaround. LT agreed to do although not as quickly as the last ones as there is quite a bit happening at the minute!</p>		
3.	<p>Surgery News</p> <p><i>List size:</i> The list is now starting to climb. The surgery will be looking at ways to continue to increase this.</p> <p><i>Appointment statistics:</i> In March 2019 there were 5437 appointments offered against 2402 this time last year – a significant hike. We now need to look at the people that are coming every day because they can! This is clearly not a good use of appointments and we can then look to invest the time in minor surgery and other services for our patients.</p> <p>Also discussed the number of telephone calls received this year against last year. There is a huge difference and it has dramatically reduced due to appointments being available on the first call and also the phones being repaired so calls were no longer dropping. Another good result.</p> <p>Still people fail to attend their appointments `because of the ease of booking?'</p>		

A number of the group raised issues that had happened personally to them or they had received feedback on. LT asked for specifics so that we can investigate them at the time. It is very difficult to defend situations if we don't have the full facts; that said it is equally as hard to improve things if we are going wrong. The surgery wants to continue to improve however expectations must be realistic.

A reminder that there is a duty manager available from 8.00am to 6.00pm every day who would be happy to help.

Friends and Family & Anniversary survey feedback

Patient survey this month was at 92% of those asked would recommend the surgery to their friends and family.

The comments made within the feedback had all been extremely positive. We will continue to the end of the month when we will have collected data from March and April 19 allowing us to make changes after that where appropriate.

Recruitment

We hope that we are in a good position of making two firm offers to GP candidates to work across the two surgeries. This takes the surgery nearer to its aspiration of having a fully employed workforce.

Sadly Dr Ford attended the meeting to advise the group that he would be leaving at the end of April. He had supported the transition for a year but now felt it was an appropriate time to return to London.

The surgery was very sorry to hear this and passed on their thanks and wished him well for the future. The PPG wanted to thank him for being a beacon in the really bad times and for the continued support to patients and staff that he had given. Hopefully one day he would return 😊

There will not be a change in service for the patients as there are enough people here to ensure it will be ok.

The PPG were going to think about how we convey this to the patients and advise the surgery on their thoughts by the Monday following the meeting. LT arranged for an announcement to put in the newsletter, posters to be put up in the surgery and for a book to be held at reception where patients could write their messages to him.

CQC Inspection

Confirmed 16th April 2019

They have advised that they are happy to speak with the PPG on the phone. LT asked GR if this was ok and she advised it was. LT will communicate with the CQC.

7Day Working

Phil had followed up on his promise to contact the PPG forum and seek their feedback on this. He had come to the conclusion that it was a postcode

	<p>lottery as to what degree of cover was available across the country. The general feedback was to make sure that the timings were well advertised. LT pointed out a number of posters and signage around the surgery advising of times which the PPG members had not noticed ...</p>		
4.	<p>PPG Issues</p> <p><i>Joint meetings with WES</i> LT suggested that one meeting every other month might not be enough and a meeting for WES every month might be too much? Could we have a meeting every month and in a three month cycle it would be one for CL, one for WES and one joint one to invite a speak and have an open meeting. As much of the practice areas sit over the top of each other it would be advantageous to share these. To have a think and discuss in June.</p> <p><i>CL Open Day at Community Centre</i> LT was unable to attend the date given so it was agreed that we would participate in the next one</p>		
6.	<p>Patient Voice</p> <p><i>Reading Refugee support group</i> were in attendance at the last meeting. They presented on concerns of refugees being able to register at surgeries and how we might support this. The details had been circulated to the Chairs and GR will circulate the presentation for all to see.</p> <p><i>PPG Event – Town Hall</i> GR & LD had attended along with the chair of WES PPG and LT, JK and JH so we were well represented! The presentation was about how valued PPGs were and how they were integral in the delivery of the 10 year view. GR & LD reported on how PPGs were so different across the patch and that we should be proud of ours. Some consisted of one patient and the practice manager! We must continue to grow and be representative of the patient population. There is a lot to do.</p>		
7.	AOB		
8.	<p>Date of next meeting: Wednesday 5th June 2019 – 6.15pm CL Waiting room</p>		