

Meeting of the Patient Participation Group on 14/07/2015 at 6 PM

At Wawn Street Surgery

Members Present

Dr Gill, Practice Manager, Practice Deputy Manager Chairperson and two members

Apologies of Absence received from one member

The Chairman started by apologising for the absence of minutes from the previous meeting held on 26/05/2015, there had been some confusion about whether or not they were done but obviously they were not because they cannot be found now.

- a) However the most important issue discussed at that meeting was membership of the PPG. Further discussion took place and Dr Gill said that the surgery were happy to send texts out to patients telling them about the PPG and asking them to put their name forward if they are interested. She also suggested adding a letter to patients whenever they were sent any letters. A new leaflet was also discussed and the Practice Manager agreed to put something together, similarly she would make a poster to be put on the surgery board. The leaflet to contain “information on PPG, timing of the meetings and adding a questionnaire asking of the convenient times from patients who might be interested in joining” e.g. young mums with childcare issues might want day time meetings when their children are in school.

Other Matters arising from the previous minutes

- b) Update on Recruitment: Recruitment has been going well and the surgery is only one half day per week down and that should

be rectified soon. It has been decided at the practise level that when a patient rings it will be passed on to a Nurse at the surgery who will triage to see whether the patient has a clinical need and must be seen by the doctor e.g. the issue of sick notes. Unfortunately patients who ring for sick notes are panicking because their sick pay could be stopped. There is no leeway from the Dept. of Works and Pensions ref: sick notes. The practise manager said there was an on-going challenge and frustration as patients say they cannot make the appointment offered to them and when there is further delay it is said that "Patients have to wait three weeks for an appointment to see their GP" often this is because a mutually convenient time cannot be found not because the Doctors are unable to give appointments. Also some patients do not turn up to their routine appointments and then ring wanting to be seen as urgent. Dr Gill added that the waiting time for the Doctors at Wawn Street is one week, however her own waiting time is two weeks.

Dr Gill told the members that there were three vacancies for receptionists at the surgery, the response to the advertisement was very positive, 10 candidates had applied and interviews to be held next week.

- c) Artwork for the reception area. The visit to the Art Studio was now not needed because the surgery had been donated 20 paintings and prints from a Dental Surgery. One of the members also brought very colourful floral photographs; the member was thanked by all. These and donations will be selected and will adorn the reception area soon. The Dental Surgery had also donated chairs that are now being used in the

staff room and the Library. Vote of thanks to the Dental Surgery for their kind donations.

5. Reports:

a) Doctors Report:

A central Government scheme has started whereby surgeries have to justify unplanned admissions of their patients to hospital through the A & E Department. The Doctor informed members of the kind of contracts Surgeries have with the Government and that there are three kinds

General Medical Services (GMS)

Personal Medical Services (PMS): Wawn Street Surgery had been in this category since 2003 and has now moved to GMS.

Alternative Personal Medical Services (APMS)

Minor Surgery comes into the Category of Enhanced Services and although the surgery will be in the category of GMS it can still provide this service.

b) Practice Manager's Report:

She reported that the Practice Nurse will be going on Maternity Leave and her absence will be covered by the other nurses at the surgery.

c) There were no Members Reports

6) Membership Drive, this matter had been fully discussed as a matter arising from the previous minutes.

7) Newsletter: The member producing the Newsletter was complimented on the format and content of the Newsletter. The

Chairperson was keen to get some feedback on exactly how many members read the Newsletter and indeed how many even know of its existence. It was suggested that whenever a questionnaire needs to go out there should be a question on the usefulness of this.

#### 8) Any Other Business:

The Chairperson informed the committee of the existence of a project whereby the CCG were collecting “patient stories”, they can be good, bad or indifferent but CCG want to know. Chairperson asked the member writing the Newsletter to put this information in the next issue. The person to be contacted at the CCG is Helen Ruffell.

9) Date and time of the next meeting: It was decided to move the meetings to the First Tuesday of the month so that it suits the members, the next meeting will be on the 7th September at 6pm

The actual number of members on the PPG was also discussed and all agreed that a very big group does not help