

THE PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD WEDNESDAY 5TH DECEMBER 2018 AT THE SURGERY

Attendees:

Nancy Perrin	Patient	Cathy Smith	Patient
Patricia Graham	Patient	Martha Haruna	Patient
Michael Harris	Patient & Chairman	Shazia Tahseen	GP Partner
Janice Bird	Patient	Janet Goodchild	Receptionist & Note Taker

1. Welcome by Chairman

Michael welcomed everyone to the meeting.

2. Apologies

Apologies were received from Karen Cockfield, Patient.

3. Minutes of the previous meeting (September 2018)

Michael Harris had tendered his apologies at the June meeting for September but these had not been noted in the record.

Other than this; the minutes of the September meeting were agreed as being a true record.

4. Matters Arising

It was asked if attendees status could again be incorporated in the minutes and this has been actioned by Janet Goodchild.

4b. Staffing issues were discussed and are the subject of a confidential minute.

5. Practice Report

Dr Tahseen advised that the Registrar GP had proved very popular and his studies are progressing well. He will come to the end of his tenure in February and a new registrar should be starting in February.

There are currently 3 part-time locum nurses covering the full time vacancy working a combination of shifts on Mondays, Tuesdays, Wednesdays and Fridays.

We are also continuing to look for another paramedic to work at the surgery,

unfortunately the last appointee did not suit general practice work due to the appointment time restraints and has returned to working in the field.

We have an Advanced Nurse Practitioner working on Mondays & Thursdays, she can deal with minor illnesses and infections and can prescribe. We also have a number of regular locums who are well liked and used to working with the team.

Dr Tahseen stated that the main problem to holding more clinics and having more appointments for patients is the room availability. The Partners are looking into the feasibility of having an extension or rearrangement to the upstairs of the building to create more consulting rooms perhaps in the loft space. However, there will be a need to consider disabled access as well as the strength of the existing foundations, plumbing, building regulations & planning permission. Consideration would also need to be given to what would happen to the practice whilst any such works were being undertaken and whether it would be possible to organize a temporary relocation.

Michael asked for clarification of how the practice is being managed and is there a Senior GP Partner ?

Dr Tahseen explained that there is no "Senior Partner" as such, and they all equally responsible for everything but to share the load they have each taken the lead in different areas. Dr Tahseen is covering finance & complaints, Dr Azhar is covering all staffing and HR matters, whilst Dr Tomlinson & Dr Shaikh are taking the lead in clinical matters.

6. Patient Group Input

Of primary concern is still the difficulty in getting appointments. Dr Tahseen explained that System 1 automatically releases the appointments online and in the surgery for pre-booking. There are appointments that can only be booked via the internet but once they have gone it will show no availability. Janet confirmed that from the surgery side it is currently showing appointments available for internet pre-booking for 4th January 2019. Although we could not test this from a patient perspective.

Also of great concern was the number of patients who DNA (Did Not Attend) for their appointments. They do get an immediate text message to point this out to them but this does not seem to bother them. It is very difficult to know how to get through to them how this wastes time & resources that are so badly needed. This is particularly annoying when it is same day appointments that they do not turn up for. Dr Tahseen said that after 3 DNA's they should be sent a letter about possible removal from the list but you have to be careful as there may be a very genuine reason for not being able to get there on time. Most people thought it was a pity that you are not allowed to fine patients for non attendance. Thought must be given as to how to combat this issue.

The Group asked why Nurse appointments could not be booked on line. Janet explained that different Nurses are qualified to do different things and that they have different length appointment times that need to be booked accordingly e.g. Child

Immunisations take 15 minutes and must be with a Nurse whilst Flu vaccination is 5 minutes and can be with a Nurse or the HCA (Health Care Practitioner).

Ear Syringing was discussed and Dr Tahseen said that this is no longer paid for by Public Health England and consequently a lot of surgeries have stopped offering this service. It is understood that some branches of Specsavers will do this privately and it costs in the region of £45.00 per ear. Dr Tahseen also stated that some surgeries are no longer offering blood test appointments and everyone has to attend either the new clinic in Arndale House in The Mall or Vestry Close as we are only receive £2.00 per patient for what can be multiple blood tests.

7. Any Other Business

It was felt that consideration should be given to recruiting new members, and if having a leaflet or small card available in the surgery would help. Martha Haruna will look at designing something suitable.

It was felt that having a poster up about the AGM was good but that maybe it should have had an end time added so that patients know it is not a long drawn out affair. Janet Goodchild to organize this for future meetings.

Group members can park on the forecourt for meetings or in the car park at the back of the surgery. Janet will ensure that the gate is not padlocked in future.

The meeting closed at 7.30pm.

8. Date of Next Meeting

Wednesday 6th March, 6.30pm at the Surgery