

Beauchamp House Surgery Patient Participation Group meeting minutes: 24th March 2015

1. Attendees & apologies

Attendees: Staff: Dr Bassey Okon, Partner (BO); Katie Francis, Practice Manager (KF)
 Patients: JB, PO, CP, ES (chair & minutes), RS, FW, YA
 New attendees: None
 Apologies: DW, TB

2. Welcome to any new or prospective members

The Group welcomed Dr Okon for the first time, as the Practice has decided that GPs will now attend on a rota basis. The Group agreed that this is very understandable.	-
ES to write to Dr Adiukwu to thank him for all his input and commitment in attending meetings since the Group began.	ES
There were no new members.	-

3. Minutes of the last meeting

The minutes from the meeting of January 27 th were agreed.	-
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4. Matters arising from the last minutes

a) Provide attendance at Jan'15 PPG meeting ES has written to thank Provide for their attendance; KF has chased for details of grants and will continue to follow up.	KF
b) Chairmanship / membership <ul style="list-style-type: none"> ES advised that GK has decided to leave; another person who planned to join has decided not to; and a third has not responded to invitations. The Group now has 11 patient members so there is room for 1 more. KF to resume putting us in touch with interested patients for this purpose, albeit KF cannot commit to timescales. c/f Chairmanship to be considered again at the May meeting: c/f 	- KF All
c) Health checks for carers BO and KF advised that: <ul style="list-style-type: none"> The relevant Read code is now used to flag a patient who is a carer, if known. The Practice feels it is more effective to offer health checks to carers on request than routinely, but KF will advise if the CCG alters the contract terms on this. A leaflet is provided to carers: KF to distribute. The carer of any patient can now be represented on that patient's PPG, even if the carer is registered elsewhere. 	- KF KF -
d) Self check-in screen <ul style="list-style-type: none"> Patient initials confirmation on check-in screen: KF to investigate: c/f 	KF
e) Friends & Family Test KF advised that this is working very well: there were 71 responses in February, the majority being positive; and 100 to date in March, of which only 1 was negative. Responses have started via the web. KF to continue monitoring & reporting.	KF

5. Funding

<p>a) Mid Essex Clinical Commissioning Group (MECCG)</p> <p>The Group's CEO, Caroline Russell, has advised FW of new figures for 2015/16: target funding rose to £1,097 per head but the actual received was only £1,060 p/h. This is an extra £13m in total, but is still 3.38% (£14.4m) below target.</p> <p>FW met Simon Burns MP to discuss funds, as the CCG had advised us that Mid Essex is not receiving its full allowance. Mr Burns disagreed, and met the CCG, but disappointingly they did not convince him of the issue, which FW will follow up with them.</p> <p>Mr Burns did advise that £20m might be payable under a different formula, and advised that measures are underway to reduce the discrepancy, so FW will write to ask him to continue to press for fairer funding for Mid Essex.</p> <p>ES thanked FW for all her work on this.</p>	<p>FW</p>
<p>b) National Association for Patient Participation (NAPP)</p> <p>"Put Patients First" response: c/f.</p>	<p>DW</p>

6. Newsletter

<ul style="list-style-type: none"> • KF has published the latest newsletter. • Article from FW re funding to carry forward until it is better understood. • Potential newsletter article on availability of 5 minute phone appointments: c/f • Next deadline is Tuesday 19th May: all to consider/produce articles & send to ES 	<p>-</p> <p>FW</p> <p>KF</p> <p>All, ES</p>
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7. Communications to and from patients, including the website

<ul style="list-style-type: none"> • PO has sent his findings to KF for action • BF to co-ordinate further review: c/f. • IA to find out how many people are visiting the site. c/f • Text reminders will continue to be free of charge for GP Practices to send until 30Sep15 so the Practice has until then to put new arrangements in place if agreed. • KF to see if the PPG membership form could be made available to complete electronically (in a PDF, as the website does not support a web-form). • KF confirmed that everyone she has introduced to the PPG has signed a form for Data Protection Act purposes. 	<p>KF</p> <p>BF</p> <p>IA</p> <p>KF</p> <p>KF</p> <p>-</p>
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8. Morning / busy time calls to the surgery

<ul style="list-style-type: none"> • KF implemented a phone call handling solution last week, for which the Group offered heartfelt thanks. KF advised: more lines will be added in May to increase concurrent call capacity from 4 to 7; call routing is already working well; and work is better spread as patients now hear messages on when to call for different purposes. 	<p>-</p>
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9. 2014-15 Beauchamp House PPG report to NHS England

<ul style="list-style-type: none"> • KF had circulated this beforehand; it was agreed and ES signed it on behalf of the 	<p>-</p>
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Group. It was noted that it is likely that the extent to which the Group members are representative of the patient demographic will be queried, and that actions will be needed.	
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10. Forthcoming NHS or Practice changes and announcements

<p>KF advised that:</p> <ul style="list-style-type: none"> • Dr Alameer (registrar) will be moving on shortly, and Drs Standon and Yadava will remain until August; • The Practice is fully aware of the national shortage of GPs to recruit from, but does not currently have an issue; • There is a Healthcare Assistant vacancy but all the hours are covered; • The assistant Practice Manager is on maternity leave but again, all the hours and tasks are covered; • A secretarial vacancy has been filled, with the new person starting in April; • The Practice has funds – currently until September - for an in-house pharmacist, and Alpha is – for example - reviewing repeat prescriptions for 10 items or more; • A new receptionist, Zandra, has been appointed and has started and settled in well; • KF reminded that the walk-in service at Springfield closes on 31st March. 	
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11. NAPP (National Association for Patient Participation) www.napp.org.uk/latestbulletins.html

<ul style="list-style-type: none"> • Update c/f 	-
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12. Any Other Business

<p>a) Mid Essex Clinical Commissioning Group event: PO and FW attended the event on 19th March, and reported a proposal for PPGs to form “clusters”, with a representative from each cluster attending CCG meetings on behalf of the others. The Group felt this would dilute communications and would be onerous for the representatives: FW and PO to feed this back.</p>	FW, PO
<p>b) MECCG liaison: ES to add to the May agenda</p>	ES

13. Dates of next meetings - all at 7pm, at Beauchamp House Surgery

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| <ul style="list-style-type: none"> • Tue 19May15 • Tue 28Jul15 • Tue 29Sep15 | <ul style="list-style-type: none"> • Tue 24Nov15 • Tue 26Jan16 • Tue 22Mar16 |
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