

Beauchamp House Surgery Patient Participation Group

Meeting Minutes Tuesday 31st January 2017 Beauchamp House, 7.00pm

Attendees and Apologies

Attendees: Staff: Dr Sarjudeen (MTS); Katie Francis Practice Manager (KF)

Patients: PO, CP, BF, YA, SG FW (Chair), DW (minutes)

New attendees:

Apologies: DR, JB, TB

Welcome to new members, and goodbye to departing members.

A warm welcome was extended to new member, SG.

Minutes from last meeting.

The minutes for 29th November were agreed by those present.

Matters arising from minutes not covered elsewhere. None.

Membership

KF had been asked if the PPG would mind hosting the PPG Deputy Chair and Practice Manager from Sidney House and the Laurels Surgery at Hatfield Peverel They joined members at last night's meeting. PO gave an over view of Beauchamp House PPG, and we discussed ideas and suggestions for their newly relaunched PPG.

CQC Visit

KF gave an overview of the recent CQC visit, KF said that the practice were pleased with the inspection and the feedback was positive. KF thanked the PPG members for their support and taking the time to attend the CQC interview. KF confirmed that the draft report should be available within six weeks.

Surgery Communications to / from patients (inc newsletter, website, notice boards, TV Screen)

PO reiterated that here were still several outstanding amendments required to the website, KF said that she would ensure they were completed within the next few weeks. KF said that work was starting on the spring newsletter, ideas and suggestions were discussed as to what might be included in the newsletter. PO to write an article about the CQC visit for the newsletter, KF to include an article about carer recognition.

KF has watched one session from the RCGP carers DVD PO gave her for reference, KF will try to watch further sessions over the next couple of months. Members discussed NHS Choices website and the comments left by patients, CP to investigate and report back at the next meeting. KF to forward copy of newsletter to Hatfield Peverel practice.

Forthcoming NHS or Practice changes/announcements (including new CCG requirements if any)

KF explained that January had been a challenging month as the practice had experienced high levels of staff sickness owing to a particularly nasty virus, during this time they had focused on service delivery for patients.

KF confirmed that Doctor Taylor had left the practice but that Doctor Kaikai and Doctor Nana Gvazava were remaining and would be joined by Doctor Mohamed. KF confirmed that the practice list was still closed but that it may be reopened over the coming weeks.

Friends & Family Test: Update

December 2016 the practice received 188 responses to the test, 169 were positive, 15 declined to answer, and four gave negative feedback.

January 2017 (does not include 31.01.17 data) the practice received 106 responses, of which 102 were positive, 3 declined to answer and only one was negative.

NAPP (National Association for Patient Participation).

DW confirmed dates for the NAPP AGM and that the main focus of the January e-bulletin was sepsis.

PO confirmed his attendance at the NAPP AGM

MECCG (Mid Essex Clinical Commissioning Group)

PO one of only 12 PPG representatives who attends the MECCG meetings, which meet every two months. PO read paragraphs from the report of the independent clinical senate a 48 page document outlining changes to the way care is delivered, focusing on specialisms being based at one location rather than each hospital. PO explained that he had been interviewed on a local radio station about the processes around discharge after a hospital stay.

Carers- Leaflet Update/Developments for Carers

PO gave an update on the charity he helps run, for carers and how their contract had been extended to March 2018. PO has attended numerous meetings on behalf of the charity, he explained that the 2011 census identified over 160,000 carers within the county of Essex but less than a quarter appear on any systems within the health service as recognised carers.

BF asked PO if the charity had any access to funding which could be used for the training of carers, PO said the charity offered manual handling courses, along with numerous others.

KF confirmed that all the practice reception staff are trained in how to deal with patients who declare they are carers.

Walking Group

JB was unable to attend the meeting but had sent DW an email requesting an update with regards to the walking group. KF explained that they had received expressions of interest from four patients and that the practice were keen for the scheme to be implemented as it was thought the weather may be playing a part and as soon as it improved it was hoped expressions of interest would increase.

Any other business

CP asked about receptionists wearing name badges, KF confirmed that their badge should always be displayed. CP said that she had wanted to compliment a member of the reception team but had been unable to do so as they were not wearing a badge. KF to remind staff to wear badges whilst working.

PO asked if any further thought had been given to removing the flower display to make more space in the waiting room which could be particularly useful for wheel chairs. KF said that it had been agreed that the flower display could be removed and that she was scoping the costs, as removal would mean that the flooring in the waiting area would need to be replaced. KF agreed to update members at the March meeting.

FW, CP and YA to arrange a date in March to run another meet and greet session at the surgery. They hope to have carried out the meet and greet by the March meeting and will discuss the results at the March meeting. Waste medicines to be included in the meet and greet discussions with patients.

SG asked about prescription synchronisation, KF confirmed that it is possible and if discussed with reception it should be easy to sort out.

KF spoke about the diabetic pilot being run from the surgery by ICS Health and Wellbeing. The pilot is based on preventative care and sessions involving volunteers from the surgery will take place on Tuesday evenings.

PO asked if NHS England had released any further details of online access for patients to review their records, KF confirmed that the surgery had, had no update from NHS England.

Meeting closed 8.45pm

Next meetings, all at 7pm, at Beauchamp House Surgery:

Tuesday 28th March 2017

Tuesday 30th May 2017