

Beauchamp House Surgery Patient Participation Group

Meeting Minutes Tuesday 26th July 2016 Beauchamp House, 7.00pm

Attendees and Apologies

Attendees: Staff:	Dr Okon Partner (DrO); Katie Francis Practice Manager (KF)
Patients:	PO, JB, YA, BF, DW (Chair), TB (minutes)
New attendees:	
Apologies:	CP, FW.

Welcome to new members, and goodbye to departing members.

No new joining PPG members and no departing PPG members.

Minutes from last meeting.

The minutes for 31st May were agreed by those present.

Matters arising from minutes not covered elsewhere.

None.

Membership

KF said the practice had been approached by a couple who said they would like to join the PPG. This happened following them seeing reference to the PPG on the TV screen in the practice. Details to be provided to the PPG.

Surgery Communications to / from patients (inc website)

KF Newsletter yet to be written. Lots of news to give patients. The current newsletter has proven to be very popular with lots of copies being printed to keep up with patient demand. Website needs to be updated, e.g. minutes need to be loaded on to website. Sarah to do before mid-September. Twitter account running ok. The Facebook account still to be done but needs to be done at a time when it can be fully focused on by KF.

Newsletter/Notice boards/TV Screens

KF TV Screen proving very popular. newsletter to date. A number of requests received for things to be added. Self help groups etc may be added in due course. Screen font size being experimented with to improve presentation.

DW said free swimming, amongst other things, being advertised on PPG notice board and other useful items will be included in future. PPG members invited to add any relevant notices.

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

KF Dr Kumaran will be taking over from Dr Schultz on 1.9.16. There will be 3 female GP registrars, 2 full time, Dr Taylor and Dr Kaikai and Dr Gvazava who will be doing one day a week.

Vacancy for a nurse. Proving difficult to recruit. Recent candidate pulled out. Practice running on low admin and nursing staff levels at present. This is due to the unfilled vacancy, long term sickness and pre booked annual leave.

BF Ask if telephone calls are helping? KF Yes.

DW Offered to help out in the practice. KF it takes about six months to get new staff up to required standard. DW happy to come in and make tea etc.

No date for CQC visit yet. KF off for a week in August so it is unlikely to be in August. PPG to be advised of date when known.

Building work on two new treatment rooms running behind. Will be ready to open on 8 August.

Although numbers are down the patient list remains closed but there is pressure to re-open it and this is likely to happen on 1st September for 100-150 new patients. Expected to receive patients from Sutherland Lodge as it is so close.

PO Understands 12 Mid-Essex practices have closed lists.

KF Virgin have 3 practices in their control and are taking over most of Colchester.

Under the new Accessible Information statute the practice will have to provide information in whatever format it is requested e.g Braille, Pictorial, Large Font. Estimated 10% of patient list have requirements. Braille is likely to be very expensive and so far one Braille request has been received. Enquires are being made via the CCG locally for a centralised facility to keep costs manageable.

KF Medicines Wastage Tool Kit is a CCG project which is to be run through PPG's.

DrO Housebound patients are difficult to reach with this issue.

KF Will scan and circulate details received about the project.

Self Check in Screen

KF- Two messages are now available, one acknowledging arrival and one saying "Unable to mark that you have arrived". A receptionist will need to be seen in the case of the latter message. One patient has asked if an estimated waiting time can be provided on the screen? This is difficult to provide because doctors can run late.

BF At least people will know whether they are booked in now.

JB Has this reduced checking in via receptionist? KF Most people use the screen.

Friends & Family Test: Update

KF- 206 responses were received in June. 187 Extremely likely or likely to recommend the practice with a small percentage unlikely to recommend. 68 responses so far in July with vast majority either extremely likely or likely to recommend. Good comments being received. The dementia drop in sessions are being very favourably received. Some negative comments, e.g. long waiting times, hard to get appointment although outweighed by comments about easy to get appointments. One patient wouldn't recommend because they were unable to park. One patient was unaware of the online booking service.

TB Are there notices about online appointments in the surgery? KF Yes, large notice near reception.

KF Compliments section on newsletter to be used to highlight action taken on negative comments as well as compliments received. The staff like to know when they have been named in compliments and are uplifted by them. KF mentioned that the strategy team who put together F&F test have been disbanded.

Grants from Provide

KF- This is ongoing and will be rolled over to the next meeting. A £200 donation has been received to be used for equipment in the treatment rooms, which was very pleasing.

NAPP (National Association for Patient Participation).

Feedback from the annual conference was provided by PO who was the only Essex representative who attended. PO read out the highlights of the day and there are videos and papers in the confidential section on the NAPP website. PO and DW had not been able to access these details originally as they were unaware of the username and password and NAPP would not provide them other than to the contact details on file, which are out of date. These details have now been retrieved from the previous secretary ES and will be provided to the group. ES has recently renewed the subscription for a website domain and it was agreed by KF that this will be refunded. The website has never been used and it was felt that there was no need for it and it will be allowed to lapse at the next renewal. It was also agreed that the correspondence address of the group will be changed to BH Surgery. E Bulletins will continue to be received by DW.

MECCG (Mid Essex Clinical Commissioning Group)

PO- Attended a meeting last Thursday 21 July. Proposals mentioned included specialise hospital units, burns at Broomfield, oncology at Southend and heart at Basildon. PO expressed concerns over the golden hour being lost for stroke victims because of the distances patients may have to travel. He was initially told that drugs for thinning the blood were carried by ambulance crews but subsequently discovered this is not the case for East of England ambulances.

KF said a bid was made to fund a practice nurse but this is return for being able to show a resultant reduction in A&E attendance.

Carers- Leaflet Update/Developments for Carers

KF-Baddow Village are going to invite PO to speak to them in September. a Carers protocol is in place in every practice locally. Identifying carers is the difficult issue and needs to be done better. Moulsham Lodge PPG are facilitating an open carers event at St Luke's church. PO mentioned an event at Harlow which incorporated Carers/Mind/Alzheimers and the Fire Brigade and also a CD from The Royal College of Practitioners which KF has and will look at.

Any other business

BF- Commented that when her daughter attended a 40 year check recently the unit didn't recognise the term "stay at home mum". Also there was no wheel chair access.

KF will email a contact at ACE, who provide those health checks with the feedback. JB Her husband is pleased with the way the telephone systems works.

YA asked if another member of staff apart from a doctor, e.g. a receptionist or nurse, could attend the PPG meetings? KF said she had been thinking this would be a good idea and will get Alice to attend the next meeting.

Meeting closed 8.50pm

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

Tuesday 27th September 2016

Tuesday 29th November 2016