

Beauchamp House Surgery Patient Participation Group

Meeting Minutes Tuesday 31st May 2016 Beauchamp House, 7.00pm

Attendees and Apologies

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

Welcome to new members, and goodbye to departing members.

No new joining PPG members and no departing PPG members.

KF introduced Dr Singh to the group, saying Dr Singh is a new full time partner in the practice and will be working four days per week. Dr Singh said she was pleased to be at the meeting and to meet the Core PPG members. The members present then introduced themselves individually to Dr Singh.

Minutes from last meeting.

The 5th April minutes were agreed with a couple of minor amendments, which were as follows;

The word successful is to be removed from the second paragraph under the heading MECCG. In this respect KF mentioned that Dr James Booth had recently highlighted analysis which showed that Mid-Essex, despite its under funding was amongst those with the best outcomes achieved.

The spelling of David Geddes is to be amended in the first line under the heading Carers and the word website in the fifth line of the second paragraph under the same heading is to be replaced with the word protocol.

DW to amend minutes to reflect changes.

Matters arising from minutes not covered elsewhere.

None.

Surgery Communications to / from patients (inc website)

KF was pleased to report that a noticeboard had been ordered for the PPG and a table would be provided for leaflets as well. KF said the practice Twitter account was now live and BH was the first surgery to put up a twitter account and a complimentary retweet had been made by a BBC correspondent. Staff members had been asked not to follow it in their private capacity. The Facebook account is not live yet but should be in a week or two.

Newsletter/Notice boards/TV Screens

KF offered apologies for not having published the newsletter to date. It has been written and Dr Dilley has authorised publication. A few alterations/expansions were discussed and the PPG members concerned will forward the relevant information to be added to KF. These will include the section on Alzheimer's, the first Meet & Greet and the article on Junior Doctors.

KF said she would include the influence of the PPG on the surgery in the July newsletter. Also the draft Carers Protocol would be added in July. KF said this would be a good thing to show the CQC who have now confirmed they will be inspecting the surgery in July. KF has received an email from Melanie Crass asking for info on Carers Protocol and KF will be mentioning the Carers Protocol at the next Practice Managers Forum (membership of 46) which she chairs and sets the agenda for and the same for the Chelmsford Locality Practice Managers which KF also chairs. KF said one problem is that it is not easy to identify carers.

DW enquired whether there were more younger carers now. KF said there are many in their 40's looking after elderly parents. PO said there are carers as young as 5.

DW said she has a word cloud ready for the noticeboard and will ensure the noticeboard is full and that leaflets are ready for the CQC visit. KF said items on the noticeboard will need to be laminated. DrS said it would be good to aim for having this done by the end of June.

CP asked if the CQC inspectors would want to see PPG members. KF said yes and she would notify the date of the visit when it is known. DrS said she had experienced a CQC visit and work continues as normal on the day. They will see a treatment room and ask patients questions.

TB said he had seen the TV screen working when he last visited the surgery. CP said she thought the wording was too small. KF said she would arrange for the font to be enlarged and split over two screens. CP mentioned that the flower display inhibited viewing of the screen (as well as looking like a coffin). KF said there were some ideas about changing the flooring and maybe removing the flower display could be looked at in conjunction with that. YA said if removed it would make a space where buggies or wheelchairs could be accommodated. CP suggested chairs that could have the seats raised, to make more space. FW enquired whether Sam was able to navigate through the front of the reception desk in his wheelchair? KF said with difficulty and more could be done to support him, e.g maybe lowering of the reception desk. CP said she didn't think it was good that patients have to look down at the receptionists.

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

KF said she understood the Sutherland Lodge contract had been awarded to Virgin which would mean the surgery would be staffed by locums. The patient list at BH remains closed at present and will not be opened until the impact of the changes at Sutherland Lodge can be assessed.

Dr Schultz is retiring and will be leaving the practice on 31.8.16. As well as Dr Singh becoming a partner Dr Kumaran will be taking over from Dr Schultz on 1.9.16. In addition there will be 3 GP registrars, 2 full time and 1 one day a week. Natalie, a new nurse who started in February is working 4 days a week. Although not a trained practice nurse she has lots of experience, having worked in Billericay and Brentwood and in cardiology in Basildon. Support is being given to help her train as a Practice Nurse. Another Practice Nurse is to be recruited to manage all the nurses.

Building work has started on the nursing rooms, additional treatment room and additional consulting room. FW asked if the building was owned by the partners. KF said it was and

NHS England rent it from the partners. DW said it was brilliant the way things were evolving.

Patient Online

KF-All up and working. Currently about 5-10 per week. PO- he was impressed with the service, he was able to see the vaccinations he had received in childhood. PO- Are Consultants letters available? KF- they would be included as part of the next phase. KF- although the information was the same, the on screen presentation is different for patients. PO- he was able to see the results of a blood test which meant he didn't have to trouble the surgery for the information. CP and FW- it was another opportunity to promote/advise patients. DW- she would put it on the noticeboard.

Self Check in Screen

KF-An update is to follow. Sarah is talking to System One. PO asked if the errors on the website had been addressed. KF- they were being looked at by Sarah and mentioned that Sarah has maternity leave coming up.

Friends & Family Test: Update

KF- receptionists had been asked to push the F&F surveys. 266 had been received in May with 13 negative responses (4.8%). These included comments that the receptionists were too busy, couldn't see the same doctor, a long wait before seeing the doctor, appointment availability and parking problem, themes that continue.

TB- what problems were mentioned with regard to making appointments. KF- some mentioned they couldn't get a same day appointment because all appointments were gone by the time the patient got through on the telephone. In such circumstances they were being offered a telephone call by a doctor the next morning. DrS- the telephone triage system was working well and often led to the patients problems either being resolved over the telephone or where necessary an appointment made to see a doctor later that day. FW asked the number of patients normally seen in a month and KF- 266 could be the amount seen in one day, so in that sense the 266 F&F surveys received were a relatively small number. KF- said she would alter the telephone message to advise patients that they can give feedback via the website.

Grants from Provide

KF- GP's were grateful for this. An order is yet to be placed. BP monitors need to be cleanable. KF had recently learnt that the surgery had 3 wobble balls that could be loaned to patients for a 15 pound deposit.

NAPP (National Association for Patient Participation).

PO- Filled in the recent survey and has booked to attend the AGM in Warrington. DW- Brilliant that somebody from our PPG is attending the AGM. 6th-11th June is awareness week. KF- follows NAPP on twitter. DW- mentioned the GP Forward View. 16m pounds, 4 year scheme. KF- CCG is bidding on behalf of Mid-Essex for IT, e.g. wifi in all practices, l pads with notes on for GP's mobile working. DW-money available to train receptionist and for pharmacist. KF-Alpa does 2 days a month. PO- one in four pharmacists to close due to reduction in funding, shame as it will be a loss of rural pharmacies. KF- this is at odds with current advice of seeking advice from a pharmacist. FW-The pharmacist at Tennyson House Surgery sees patients.

Patient meet & Greet

FW-read draft feedback summary (see below). It seems unlikely to have much success in getting new PPG members but is good for feedback. KF-It is a qualitative feedback interface between patients and PPG. CP-spoke to young lady with baby who had to go private to obtain expensive Meningitis B vaccinations for her child, are they not available via the practice? KF-not allowed to provide them. CP-enquired about TB inoculations- DrS- they are given at birth but only at risk groups receive them. CP-are they privately available? DrS-no.

TB-any idea as to how many patients read the newsletter? -KF Hundreds printed off and people ask for them. CP-can receptionists be asked to mention newsletters? KF-Yes PO-suggested asthma and warfarin clinics to target KF-Family planning sessions could be a good target.

Summary of Meet & Greet

Monday 11th April & Wednesday 13th April 2016

Background

Members of the PPG (CP, YA & FW) , with the agreement of the practice , spoke to patients in the waiting room on the above dates.

The aim was to:

Explain, promote and recruit for the PPG

Engage with the patients and seek their views regarding the surgery

Method

CP and FW attended Monday morning surgery 11/04/2016 9.00-11.30 and YA and FW attended the Wednesday baby clinic 13/04/2016 13.30-16.00.

We spoke to 31 patients on Monday and 15 patients on Wednesday. Wednesday afternoon did not require 2 people . FW spoke to 3 patients and YA was present for the majority of the time and spoke to 12.

This was not a representative sample of all patients who are registered at the practice. It was those who attended at the above times. Not all patients wished to speak to us but generally we were well received. It was also perceived as a way in which patient views were being sought.

The summary is based on the individual notes written by CP, YA & FW.

Summary

The positive response is that patients felt they received a very good level of care. They praised the doctors, nurses and receptionists. There were a few individual comments that are listed below.

The main issues were about getting appointments and getting through on the telephone and difficulties in parking.

Patients cited trying 58, 150 and 157 times. But others said they had got through quite quickly and knew they would be seen.

Those who had telephone consultations felt they were good.

Parking was sometimes difficult, but patients understood that this is a city centre site which had limitations. 1 patient commented that there was only 1 disabled parking space and it was the greatest distance from the entrance.

Negatively, from the PPG point of view, patients were not interested in joining the PPG. 2 patients provided an e-mail address and were prepared to entertain joining a virtual group. 2 other leaflets were given out and they would consider it. Not all patients knew there was a PPG. Level of knowledge of the website or newsletter was variable. 1 young patient commented that if there was a virtual group young people expect an almost immediate response. If they don't get that fatigue sets in very quickly and interest declines.

Other Comments

The automatic doors were a boon for wheelchair users

Patients who were employed felt a late surgery would be good.

Knowledge that appointments could be booked on line, repeat prescriptions could be ordered on line and that telephone consultations were available was varied.

There were some issues with prescriptions. Comments in the box online not being picked up, communication with the pharmacy regarding medications but these seemed to be one off situations which the patients resolved.

3 patients made comments that they did not get on with /were not listened to/were not given the doctor's full attention/were wasting time. Another (different) patient commented the doctor was fantastic.

1 patient felt the plants in the centre of waiting area looked "coffin like" and the artificial plants were dusty and unhealthy. Another patient had been told the BP kit was faulty - believe it was the 24 hour monitoring machine.

1 young mother had had to pay privately for a vaccination (query MMR or Men B jab). This was discussed at the meeting.

Conclusion & Further Action

The Draft Summary of Meet & Greet was discussed at the PPG meeting of 31/05/2016.

It is proving difficult to recruit new members to the PPG group, however we are able to meet a cross section of patients and obtain their views. This is a reasonable method of obtaining a qualitative view and by being present at different times we can try and reach a variety of patients. We can continue to engage with patients, obtain feedback and promote and seek members for the PPG. It is an informal channel for providing feedback to the practice and on this occasion patients felt that the practice cared enough to try and "get it right".

It was agreed that we would carry out a Meet & Greet session 3 /4 times per annum. The next session being autumn 2016, on dates to be agreed with the practice manager.

CP,YA, FW and JB are willing to take part and FW will co-ordinate.

MECCG (Mid Essex Clinical Commissioning Group)

PO-Apologised for the large amount of emails issued recently. 20-25 PPG reps attended the last meeting. Melanie Crass was reminded of Commissioning for carers by PO at the meeting. PO-There are 200 social prescribing groups in Essex. These are volunteer support groups which aim to reduce the workload of GP's. PO-challenged, are they working?

PO-The meeting were interested in our Carers Protocol and Meet & Greet endeavours.

PO-Mention was made at the meeting of a GP practice in Halstead who were not interested in PPG. FW-enquired about tool kit for medicines management. KF-signed up to and tightly managed by BH.

Carers- Leaflet Update/Developments for Carers

PO-48 practices to receive our Protocol. Modification required re flu. CD provided.

Questionnaire each GP should ask on annual basis. % of patients identified as as carers. 10-12% of population identified as carers. 2% identified by GP's. Morally and economically right to prevent people getting ill. The charity had grown over the last year from 38 to 80 staff. Aiming to identify carers in schools and there is a campaign for a mandatory process with regard to hospital discharges.

PO was praised and thanked by those present for all his hard work in this connection.

Any other business

KF- Dr Schultz is retiring after 31 years and Dr Dilley is now the senior Partner. A memento scrap book is being compiled with photos and messages from patients and any contributions would be welcomed.

TB-Is taking on a new role in September and is not sure at present whether he will be able to continue taking the minutes. JB said she would be willing to assist.

Meeting closed 8.58pm

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

Tuesday 26th July 2016

Tuesday 27th September 2016

Tuesday 29th November 2016