

Beauchamp House Surgery Patient Participation Group

Meeting Minutes Tuesday 29th November 2016 Beauchamp House, 7.00pm

Attendees and Apologies

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

Welcome to new members, and goodbye to departing members.

A warm welcome was extended to new joining member, DR.

Minutes from last meeting.

The minutes for 27th September were agreed by those present.

Matters arising from minutes not covered elsewhere.

None.

Membership

PO asked what prompted interest of DR to join PPG? DR said he had seen the reference to the group on the TV screen in the waiting room area which said if interested contact reception, which DR then did.

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

PO Suggested the TV Screen could be used to prompt patients to share good experiences on NHS Choices website. KF Yes it could be used, current rating is only 2.5 stars based on last 13 reviews which include a number of low level complaints.

PO Noticed Twitter account is referred to on screen. KF 60 followers at present. used mainly for retweeting useful information.

DW No family & friends forms were available when visiting surgery recently? KF Forms are available at all times and everybody should know where to find them. Will remind staff.

KF Newsletter provided to Group. Will publish 30.11.16 and tweet that they are available.

PO Pleased to hear DW and CP were invited to attend appointment interview for new GP Partners, Dr. Singh and Dr Kumaran.

DW Commented that she found DR Nana Gvazava to be very good at a recent appointment. KF Dr Gvazava is staying beyond February.

DW Mentioned staples need to be used for notices on the notice board. KF Drawing pins are not allowed now under health and safety instructions as they are dangerous for young children who have been known to eat them.

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

KF CQC will visit by end of January 2017.

KF The refurbishment of the treatment rooms are finally finished. Originally estimated to take six weeks, starting on 1st June but only just finished. Examination rooms are next.

KF New Practice nurse, Julie Symington will be working three days per week. Monday, Wednesday & Friday. New admin assistant as well, working 16 hours per week.

Practice list closed 3 weeks ago. Not formally, but suspended. Still taking on new babies, family members and people new to area. 409 patients taken on in 10 weeks. Surgery do sign post to other surgeries if appropriate, e.g. nearer to where patient lives. Surgery open as normal over Christmas period.

PO Asked if EU patients are asked to prove residency. KF Surgery have to rely on honesty of foreign patients and are not allowed to challenge what they are told.

KF Patient on line service target of 10% being exceeded. 25% at BH.

Friends & Family Test: Update

KF- The access to F&F test on line via the website is now working and the figures will be included with the others. Online responses tend to be negative.

Oct saw 115 responses with 107 positive. Nov 85 responses with 83 positive.

Negative comments included difficulty booking appointments, especially for future appointments and long waits in surgery to see doctor. Surgery trying different approaches to solve these issues.

PO Responses low. Receptionists need to ask patients to complete forms.

KF Receptionists do ask but often patients say they have completed them previously.

Grants from Provide

KF- Equipment to be ordered now treatment rooms are finished.

NAPP (National Association for Patient Participation).

DW Focus has been on eyes recently and health passports.

PO Conference date is now available and PO is happy to attend again.

PO does the practice have a whistle blowing policy? KF Yes there is a policy for whistle blowing and the document is up to date. It is possible to go above the surgery, e.g to CCG.

PO 20% don't get a response nationally. KF No incidents at BH.

MECCG (Mid Essex Clinical Commissioning Group)

PO Has been sending through to the PPG various items of correspondence as received by him. Attended a meeting on 8th November and the Essex Success Regime is moving forward although there are no concrete decisions yet. There are proposals for one commissioning group/one governance. Important NHS objectives include ambulance arrival times, cancer treatment referral times and matters around mental health provision. A triage is operating at Broomfield A&E and enhanced use of pharmacists is being promoted.

KF BH is part of pilot scheme where A&E refer patients back to GP surgeries.

PO Broomfield Hospital Patient Experience Team are looking for PPG members to join there meetings. PO has put his name down to attend.

Carers- Leaflet Update/Developments for Carers

PO What proportion of patients have been identified as carers? KF Low percentage, 5% at present. CQC look at this when inspecting. Surgery prefer people to say they are carers but the surgery are reviewing how carers can be identified. Training is to be given to staff to help identify and raise the profile of carers.

PO Carers should be included in protocol for flu vaccinations. KF Will include.

BF daughter has 24 hour care. Her carers were declined flu vaccinations by their GP's.

KF Employers are expected to pay for them.

PO Asked KF if any news on Papers and CD from Royal College of General Practitioners?

KF Still to be dealt with.

Walking Group

JB recapped on the email that had been sent to everybody setting out the findings of her research into the possibility of setting up a walking group for patients at BH. Insurance would be required to set up a group. JB said an alternative would be to set something up under the existing walking group that serves the Chelmsford area, Heart & Sole (H&S) who already receive referrals from GP's, including BH. There are a number of routes used with different walks on various days, including four in the town centre. JB has attended walks with H&S and found them to be very well run with each walk taking about 40 mins. Each walk has a co-ordinator and trained organisers are placed at the start, middle and end of the group. JB would be prepared to be trained by H&S in order to facilitate a group of BH patients. DW The PPG could canvas patients to gather expressions of interest. Walks could be advertised on the TV Screen and in the Newsletter.

Appointments including those available online

DW read out a text from CP in which a query was raised as to why CP had to endure a long wait to see the nurse when the appointment was very early on in the morning?

KF Said it was due to the unpredictable nature of appointments. Emergencies have to be dealt with and something like a leg dressing can go over the 20 mins allocated, particularly if a GP needs to be involved.

PO (Also raised by CP) Whilst there are a huge number of telephone appointments available there are not many face to face appointments available. Is this a trial or new procedure? Telephone appointments are ok for prescription renewal but a face to face appointment with a specific doctor can take 2/3 weeks to get. Also you have to go through a long process to find out what type of appointment it is when booking online. Could a symbol be used to give an early indication?

HE Telephone appointments are helping to increase capacity and are working very well.

KF Surgery are trying different things to see what works. The surgery telephone bill has gone up quite dramatically. PO What about using Skype? KF The broadband/Wifi is not good enough at present. There would also be concerns about the Doctor/Patient relationship and there is no legal support or infrastructure available as yet.

Staff will be retrained about types of appointments that are appropriate for each patient.

Any other business

PO Enquired whether 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 Not been looked at yet.

PO Any progress on website updates? KF working through them.

BF Had a short stay in hospital recently and found the beds to be unbelievable uncomfortable. Are they surveyed ? KF There will be a contract for their supply and it is best to raise the matter with the PALS team at the hospital.

PO Worth asking for an air flow mattress.

Meeting closed 8.30pm

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

Tuesday 31st January 2017

Tuesday 28th March 2017

Tuesday 30th May 2017