

# Beauchamp House Surgery Patient Participation Group

## Meeting Minutes Tuesday 27th September 2016 Beauchamp House, 7.00pm

### Attendees and Apologies

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

### 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 26th July, with one minor amendment, were agreed by those present.

### Matters arising from minutes not covered elsewhere.

None.

### Membership

DW asked KF about the potential new members mentioned at last meeting. KF Consent to pass on contact details awaited.

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

KF No newsletter done yet. Piece by DW done. KF to do and to edit website as well.

DW CQC visit arranged? KF No, but it has to be before end of year. Advised CQC October is not appropriate as so many key people are off, so likely to be November. DW How often are they undertaken? IA Every five years under current regime, assuming everything is ok at each visit.

PO Enquired about Practice Booklet. IA on website, some updates needed. Paper copy given to PO. FW They given to new patients? KF Yes along with other paperwork for new patients. Also available for existing patients.

DW PPG notice board up to date and relevant.

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

KF Dr Schultz now retired. Three new female GP registrars since August. Two full time, Dr Taylor and Dr Kaikai and one part time, Dr Gvazava.

KF List now open, since September. List growing. All practices in Chelmsford, except two now have their lists open. FW are we getting patients from Sutherland Lodge? KF Yes. About 100 places left and then the list will close.

KF The refurbishment of the treatments rooms are 12 weeks overdue but nearly finished. Examination room next to be refurbished.

KF Practice nurse been appointed this week. Interviewing for new admin asst. FW Is there enough support with current and proposed staff levels? KF Yes

KF Flu clinics started. Texting most eligible and phoning those on carers list. Other groups to be contacted yet, e.g learning disabilities. NHS have given permission for pharmacies to provide flu jabs for those eligible. TB employer provided electronic voucher last year for use at major pharmacy.

KF Some nasty anonymous reviews have been posted about the surgery on NHS Choices. Surgery given a 2 star rating because of 11 bad reviews. Responses given to some requesting contact to discuss issues raised. Although posts are moderated there is no check on the validity of the person posting comments. PPG members asked to consider posting comments based on their experiences.

### **Friends & Family Test: Update**

KF- 86 responses in August. 84 positive. 106 in September. 103 positive. One negative response mentioned how the doctors on Channel 5's Behind Closed Doors, give more time to patients. Other negative comments included long wait in surgery to see doctor. PO could doctors hand out forms to help increase number of responses? KF Yes and some receptionists are better than others at handing out forms. CP Better if receptionists hand out form because patients have more time then to complete them.

KF Responses are quite low given there are about 300 patient contacts per day. CP PPG could attend and ask patients to complete forms. KF Happy for that to happen.

### **Grants from Provide**

KF- High Blood Pressure equipment to be bought with grants from provide and £200 donation to be used for equipment in the treatment rooms, when finished.

### **NAPP (National Association for Patient Participation).**

DW 85% of GP patients surveyed rate service as good.

KF Partnerships are merging which creates bigger practices. KF Locally Springfield and Danbury have merged. IA Allows backroom streaming of services, in turn reducing costs. PO Cleaned up the PPG email account.

### **MECCG (Mid Essex Clinical Commissioning Group)**

PO Referred to NHS111 leaflets. Have surgery received them? Leaflets distributed to group. FW Consultation happening? IA 111 Service to change locally. KF Know more after meeting tomorrow. IA explained how it works at present. The ratio of nurses to call handlers is low. End up talking to Doctors/Dentists. TB Call handlers stick rigidly to questionnaire they have, even when it is obviously inappropriate for the situation which results in unnecessary delays and frustrations. CP Related an experience of an elderly person being left on the floor in the cold for an hour and a half waiting for help to arrive. PO they triage in the call centre and older people that have fallen are a low priority. TB related an experience where an elderly lady had fallen and broken her hip and was in severe pain but was left waiting for help for over an hour.

PO reviewed new Toolkit and queried reference to PPG giving advice. KF Bits can be taken out of Toolkit. Official launch is 13 October in Witham and FW is attending.

PO Will be attending Essex Success Scheme meeting on 10th Oct at Essex County Cricket Ground. Would like to see rationalisation of back office functions. KF This is being considered. PO Mid Essex goes as far north as Halstead. Concern that somebody with a heart attack would bypass local hospital to be taken to Basildon. Would like to see local triage. IA It is a trade off depending on how far you live away from The Centres of

Excellence, which provide the best treatment available and survival chances there are better.

PO Primary Care AGM being held at Football ground on Thursday, with awards being given. KF been asked to attend.

### **Carers- Leaflet Update/Developments for Carers**

PO Presented paper "Who will Care" at Moulsham Lodge PPG meeting. A number of worthy organisations were represented including Action for Carers, MacMillan, Age Uk, Alzheimers Society. However there were only 9 potential carers in the audience. Writtle PPG are planning a session and PO felt it would be a good idea to advertise the event properly so as to improve numbers that can be reached. Paper also given to Braintree Access Group.

KF Not watched video provided by PO yet.

PO Action for family carers awarded another year. Hospitals not identifying carers when discharging patients.

IA Maldon Carers used to have meetings at BH. KF Happy to make meeting space available. PO to contact Action for Family Carers to discuss when they could provide a carer-liaison worker to restart this carer support session.

KF Carers protocol is in Chelmsford practices.

### **Any other business**

KF Mentioned program on BBC where a surgery had set up a walking group and in certain circumstances were prescribing it rather than medicine as a first option, with good results. It was a PPG led group affiliated to the surgery. JB mentioned a similar group locally, known as Heart & Sole that arrange walks, e.g. along the river, which she used to be involved with. JB to investigate current situation and report back. KF surgery would be happy to advertise. CP mentioned a monthly meeting as an alternative to weight watchers. IA exercise can be prescribed which provides reduced subscription rate at gyms. NHS have service for weight issues, weight matters. CP good item for newsletter because many patients are unaware what is available.

KF reported back on issue raised by BF at last meeting about accessibility at ACE screening service. ACE have accessible units but not all units are accessible. Changes proposed to make it clearer which units are accessible and which are not.

KF YA asked about other staff attending the PPG meetings. A, would love to come along but was unavailable for the meeting tonight but will hopefully attend next time.

TB advance notice of unavailability at January and March meetings. DW volunteered to do January agenda and minutes and JB volunteered for March minutes (TB available to do agenda).

FW to co-ordinate PPG group to attend surgery as before and will advise KF of proposed dates etc.

KF Surgery closing 12.30pm on 23rd December for Christmas.

PO Is removal of flower bed likely to happen as it would be ideal for wheelchairs. KF have plan in mind.

Meeting closed 8.25pm

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

Tuesday 29th November 2016

Tuesday 31st January 2017

Tuesday 28th March 2017