

TWO RIVERS MEDICAL CENTRE, IPSWICH PATIENT PARTICIPATION GROUP (PPG)

Minutes of the Meeting held on Tuesday November 1st 2016
at TRMC

Present:

Anne Walker (AW), Jo Hutchinson (JH), Sue Hayes (SH), Jenny Pickering (JP), Jean Garnham (JG), Sally Gardiner (SG) Pippa Sheldrake (PS), Seamus McMillan (SM), Angela Harvey (AH), Dr Knight (JK), Dr Smith (KS), Helen Osborne(HO),

1. Apologies:

Gill Lewis, Mark Cousins

2. Minutes of meeting held on 6.9.16

These were signed as correct by AW.

3. Matters Arising, not covered by the Agenda

- AW said that Geoff Sheppard had resigned from the PPG, and wished to document the PPG's thanks for all his work over the past few years.
- Parking Eye. JK said that this has not yet been implemented due to contractual issues.
- Patient leaflet These are being handed out to patients when asked for, but due to staff shortage it is not necessarily being updated on a regular basis. SH said that they are a good resource to have available, and JK agreed to put a note on the screens to tell patients that the leaflets are available at reception and online. **JK**
- Name badges. HO has a quote for the badges which JK and Partners will consider.
- Photo board. This has not yet been done. The meeting thought a photo board would enhance the patient experience and would help patients identify which clinician they were going to see, and that the CQC inspectors would be impressed by it. JK said he thought the Practice should also put the Clinicians' photographs on the website. **JK**
- Health Education Room. AW asked if the waiting room end of the 3 upstairs meeting rooms was still destined to be the Health Education room for patients. There was much discussion including the provision of leaflet stands, and the use of the room just for Health Awareness weeks. SM suggested that as 11% of local households are without a computer to access health information, that perhaps the Practice could install a second hand computer in the Education room. This could show Health DVD's for the patients. JK said this whole subject is still a work in progress.
- Roller Banner. HO said that it should arrive this week in time for the 3rd flu clinic.

4. Practice report. HO and JK

- A new Practice nurse named Shuh has been appointed.
- Dr Lena Faruggio, a Registrar, has been appointed and will be with the Practice for 18 months.
- The practice is interviewing for a new receptionist, a member of the admin team, and also for a P.A. to the management team.

5. Reception update. HO

HO said that generally Reception seems to be calming down and the Shift Leader system is working well.

There have been 105 applicants for the 40hours of Reception vacancy.

HO said that there is to be further training with the APR telephone system next week for the receptionists, and she is confident that the system could give them more valuable information.

HO will investigate the idea from SM that if a patient on the telephone knows the extension number they want, that there should be a facility to press 'x' to get through without blocking up the appointment callers. **HO**

It was noted that there were no online appointments available which JK said was due to shortage of staff. JH and SM suggested that there should be better communication for online patients with a note informing them that there were no appointments available online. **HO/JK**

6. Complaints and Praise. KS

KS reported that in the previous 2 months there had been 7 written and one face to face complaint, all of which were being dealt with,

In order to answer the comments on Healthwatch, JK suggested that KS asks Rachael Shanks for a surgery email address in order to protect KS's personal details. **KS**

There was praise for the Practice on NHS Choices, and another for Dr Bowers from a patient who attended the flu clinic.

7. Missed appointments

HO reported that the DNA's for the past 2 months were;

September 499 missed appointments = 107 clinical hours

October 358 missed appointments = 76 clinical hours

KS says she has written a pro forma letter to use for patients who DNA persistently.

JK said that all patients who have given the Practice their mobile number will get sent confirmation of their appointment shortly after the appointment is made, and a reminder 24 hours prior to the appointment.

8. Report on informal meeting held on 19th October

JK thinks the ideas outlined by AW for the 'Know your Surgery, Improve your Health' Open afternoon is a good one, and wondered whether it could also incorporate the official TRMC opening. He will put it to the partners' meeting on Thursday.

AW thanked Louise Hardwick of the CCG for her enthusiasm and support. AW also stressed that it would be helpful to have as many clinicians as possible available on the day in order for patients to learn the relevance of not necessarily always having to see the GP.

There was discussion about Press Releases and the identity of a person to perform the actual 'opening ceremony'.

9. Feedback from the first 2 flu clinics, already circulated

10. AOB

- JG had received a comment from a wheelchair patient who had found it difficult to access the disabled toilet. JK said that the toilets were built to all current building regulations, but he would check with the Developers whether the door would be better hung the other way around. **JK**
- Boots Pharmacy.
JK said the Surgery had not yet had a meeting with Boots, due to time constraints. PS commented that she had had to ask the Manager of Boots to open the pedestrian gate for the last flu clinic. JK said that this was standard practice for Saturdays when the Surgery is not usually open.
- JK distributed copies to PPG members of an article he sourced from the British Journal of General Practice.

Dates of future meetings:

Tuesday January 10th 2017, 7pm

Tuesday March 7th 2017, 7pm

Tuesday May 2nd 2017, 7pm

Jo Hutchinson. November 2nd 2017