

The Crouch Oak Family Practice

Minutes of the Patient Participation Group Meeting

Tuesday 1 August 2017

Present:	Clive Husselbury (CH)	Patient Representative (Chair)
	Susan Cross (SC)	Practice Manager
	Sarah Stanley-Smith (SS)	IM&T/Deputy Practice Manager
	Patricia Tilley (PT)	Patient Representative
	David Barker	Patient Representative
	Suzi Wilson	Patient Representative

Action

Introductions: Introductions were made and Suzi Wilson was welcomed to the Group.

1 **Apologies:** Ray Griffith, Pat Stanley, Dr Sanchez, Gavin Handford

2 **Declaration of conflicts of interest:** None declared.

3 **Minutes of the previous meeting 25 April 2017:** Approved.

4 **Matters arising from previous meeting:**

4.1 Parking/Premises Update (Item 5.1): It was noted that SC had invited John Rice (Head of Commercial Services Runnymede Borough Council) to the meeting but he had been unable to attend. SC reported that she had arranged to meet JC on 22 August 2017 and that he had informed her that he had been having some difficulty in contacting NHS Property Services about possible parking solutions for the Practice.

DB suggested that the parking issue might be relieved by re-marking the spaces and SC agreed to liaise with NHS Property Services.

SC

4.2 Registration Process (Item 5.3): SS tabled a document which summarised the new registration process. Following a brief discussion, SS agreed to develop a 'user friendly' flowchart for patients and place this on the Practice website.

SS

4.3 Patient Survey (Item 7.4): CH thanked all those who had assisted in asking patients to complete the patient survey. The results were reviewed, the key issues identified and actions agreed. It was noted that the appointment and telephone systems were under review.

The number of on-line (NHS Choices) complaints was discussed and it was agreed that it would be helpful to see patients add comments about their positive experiences at the Practice.

5 **Staffing Update:** SC reported on the following staff changes:

- Dr Charlotte Alexander has been working with us as a Locum GP and joined us on permanent basis on 5 June 2017.
- Dr Alia Sahil has been working with us as a Locum GP and will join us on permanent

basis on 2 August 2017.

- Dr Sarah Teague (Salaried GP) will be joining the Practice on 17 October 2017.
- Lesley Cole (Research Nurse) commenced working additional hours in the Treatment Room as a Practice Nurse.
- Clare Land (Practice Nurse) left the Practice on 28 April 2017.
- Julie Beeny (Healthcare Support Worker) left the Practice on 30 June 2017 and is to be replaced in due course
- Dr Kirran Bilkhu has been working with us a Locum GP and will commence her maternity leave on at the end of September 2017. SC reported that additional GP hours are required and the recruitment process is on-going.
- Anne Clarke (Administrative Assistant) will be joining us in September 2017.

6 Dementia Friends Talk:

CH reported that a Dementia Friends information session lead by Tony Oakden (a local dementia champion) had been organised for 20 September 2017 at 6.45pm in the Eileen Tozer Centre. It was noted that posters had been displayed in the Practice and information had been placed on the website. CH agreed to display posters where appropriate. He also agreed to develop a feedback form.

CH

Ideas for further information events were discussed and all members were asked to give this some further consideration.

ALL

7 Key areas for focus:

7.1 Patient Access: SS reported that she had placed the video (which Ray Griffiths produced to assist with booking on-line appointments) on to the website. She requested that members review this to ascertain if it is helpful.

ALL

SC reported that the appointment/triage system is under review and every effort is being made to increase the availability of routine appointments.

SS provided information on the new texting system.

7.2 Surgery Website: SC reported that she and SS were continuing to work through the new website section by section to ensure that it is up to date. It was noted that Nicolas Conn (Project Manager) would be assisting with this in due course.

SC requested that all members review the website and provide feedback.

ALL

7.3 Patient Information: SC reported that the Practice is looking to replace the Jayex call board in the waiting room with a combined patient information and calling system.

7.4 Patient Involvement /FFT/Patient Feedback: SC reported on the 2016/17 complaints. It was noted that out of a total of 29 complaints 52% (18 complaints) were related to clinical

treatment/management. After investigation, 11 % (2 complaints) were upheld and 33.5% (6 complaints) were partially upheld.

SC reported that there were 4 complaints (27%) about the appointment system and after investigation, 50% (2 complaints) were upheld. 6 complaints (21%) were related to communication, medication, staff attitude and confidentiality and after investigation all of these were upheld. One complaint related to inaccurate entries being made within the medical record and this was not upheld.

8 Any Other Business:

8.1 Visit by Philip Hammond: CH provided feedback following Phillip Hammond's visit to the Practice on 26 May 2017. It was noted that this was a useful opportunity for the Partners to express their concerns about the pressure that primary care is under and the specific issues related to NHS Property Services and service charges.

8.2 PPG membership/Secretary: It was noted that Gavin Handford would not be attending any future meetings due to his work commitments and that a PPG secretary would be required. CH confirmed that he had not received any communication from Hilary Wells.

Membership of the PPG was discussed along with the development of a Practice Newsletter.

8.3 Impact of the Weybridge fire: SC confirmed that the Practice has taken on some new patients that would have registered with the Weybridge Practice's and that the impact on our services has been manageable.

8.4 CCG Facilitated meeting of PPG Chairs: It was noted that CH would be attending this meeting in September 2017.

CH

9 Date of Next Meeting: Tuesday 7 November 2017 at 5.30pm