

The Crouch Oak Family Practice

Minutes of the Patient Participation Group Meeting

Tuesday 24 January 2017

Present:	Clive Hussebury (CH)	Patient Representative (Chair)
	Susan Cross (SC)	Practice Manager
	Sarah Stanley-Smith (SSS)	IM&T/Deputy Practice Manager
	Nick Conn	Interim Practice Administrator
	Jean Barker (JB)	Patient Representative
	Ray Griffith (RG)	Patient Representative
	Hilary Wells (HW)	Patient Representative
	Patricia Tilley (PT)	Patient Representative

- Action**
- 1 Apologies:** Dr Theodora Mantzourani, Pat Stanley, Sara Hatchwell, John Dean.
 - 2 Declaration of conflicts of interest:** None declared.
 - 3 Introductions:** It was noted that Hilary Wells had joined the Group and all members were introduced.
Chairperson: It was noted that CH had been voted the Chairperson following the meeting in July 2016 and that he would be prepared to continue after the first twelve months. This was accepted unanimously.
 - 4 Minutes of the previous meeting 4 October 2016:** Approved.
 - 5 Matters arising from the previous meeting:**
 - 5.1 Parking / Premises update (Item 5.2):** SC reported that NHS Property Services had still not been in contact with John Rice (Head of Commercial Service Runnymede Borough Council) regarding a meeting to discuss parking proposals. John Rice has advised that the Council can offer a managed solution of a pay and display system that provides patients with free use at no cost to the Practice.

SC advised that the Parking situation did relate to the overall development plan and noted the on-going concern about the rise in patient numbers. She advised that she had attended a meeting on 13 October with the Clinical Commissioning Group (CCG) to discuss local development plans. The CCG advised that it was developing an Estates Strategy and acknowledged the Practice's situation. SC was also advised that the Practice must utilise its current facilities better in the short-term.

SC reported that there had been a shift towards working at scale and working in a different way in primary care. It was noted therefore that the CCG's had indicated that in the long term it would be looking for Practice's to work closely and more effectively rather than consider relocation to new premises. She provided some information on NHS England's publication GP Forward View and urged members to read this. SC agreed to provide feedback on any further developments
- It was noted that, from 1 April 2017, the contract for adult community health services would be transferred from Virgin Care to Central Surrey Health. SC reported that it was unclear at this time whether this would have any impact on the Practice given that it provides office and clinical space for some community services.

SC

6 Staffing Update: SC reported on the following staff who have joined and left the Practice:

- Dr Sarah Maxwell had retired on grounds of ill health on 31 December 2016
- Dr Charlotte Haslegrave had left the practice in the summer in order to work closer to her home
- Dr Ellen Funnell would be leaving at the end of January in order to work closer to her home.
- Dr Maria Nyekiova joined the Practice on 1 November 2016
- Sarah Redrup (Health Care Support Worker) left at the end of November 2016
- Julie Beany (Health Care Support Worker) joined the Practice

SC reported that Lesley Cole (Clinical Research/Practice Nurse) would be undertaking clinics in the Treatment Room.

It was noted that the salaried doctor who was due to join the Practice on 3 January 2017 subsequently withdrew her acceptance of the post.

SC reported that it had been difficult to recruit new doctors and that the Practice was heavily dependent on locum staff. She advised that she would potentially be looking to recruit an Advanced Paramedic Practitioner (ANP) and a Clinical Pharmacist.

7 Key areas for focus:

7.1 Patient Access: SC reported that the new triage system had been reviewed and that it was generally working well. She also advised that some patients continued to try and bypass the new system. It was noted that, as previously reported, a large percentage of patients who requested a telephone consultation with a doctor on the day did not clinically need that contact. SC advised that the review indicated that this remained the case.

SC reported that following the review, the Administration Team had received further training to assist in signposting patients to the correct professional both within the Practice and externally. HW reported that the system had worked well for her. JB also reported that she had had a good experience with her problem being dealt with by the Administration staff. SC acknowledged that it could sometimes be difficult to make an appointment to see a specific doctor and that she hoped the introduction of Paramedics, ANP's and a Clinical Pharmacist would ease this situation.

RG requested that SSS look into enabling the function on the Practice website to allow patients to update their contact details which she agreed to do.

SSS

JB reported that she had lost access to her full coded medical record online and SSS agreed to investigate and correct this.

SSS

7.2 Surgery Website: NC reported that he had been working on the new web site and presented the work done to date. It was noted that this was work in progress and RH and CH agreed to assist in reviewing the site. NC reported that he had fixed an anomaly with the security of online forms.

It was suggested that a warning be added to the web site about leaving extra time to attend for appointments because of the problem with parking at the surgery. NC agreed to put a link to the Patient Access section of the web site and to the FFT feedback form on the Home page.

NC

7.3 Patient Information: SC reported that Multimedia International could not obtain enough sponsorship to support the introduction of a Health Education Screen in the waiting area. SC

advised that other ways in which patient information could be provided would need to be investigated in due course.

7.4 Patient Involvement/FFT: This item was deferred.

8 Any Other Business:

8.1 Rumours of a Practice move: JB asked if rumours that the Practice was going to move across the road were true. SC reiterated what she had said in Item 5 and confirmed that there were no plans to move.

8.2 Stakeholder Group Meeting: CH reported that he would be attending the next meeting and would provide feedback on Surrey Heartlands (Sustainability and Transformation plans).

8.3 Registration process: CH requested that the registration process be streamlined so that new patients do not have to present photo-ID twice to gain online access. He also requested that there be a method of making patients aware when online access had been granted. SSS agreed to review the registration process.

9 Date of Next Meeting: Tuesday 11th April 2017 at 5.30pm

CH

SSS