

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

Minutes of the Meeting held on Tuesday March 6th 2018
at TRMC at 7pm

Present:

Anne Walker (AW), Sue Hayes (SH), Jenny Pickering (JP), Jean Garnham (JG), Sally Gardiner (SG) Seamus McMillan (SM), Gill Lewis (GL) Angela Harvey (AH), Tricia Parker (TP), Bernadette Smith (BS), Laurence Collins (LC), Rachel Heliar (RH) Dr Smith (KS)

Speakers:

Ben Jackson and Caroline Woodward from OneLife Suffolk were welcomed and gave a brief account of their work providing an integrated healthy life style service, funded by Public Health. Participants in their programmes (smoking cessation, weight management, physical activity...) can self refer or be referred by TRMC or hospital medical staff. Referrals can be facilitated by a 'prescription pad' type of form given to the patients and followed up by OneLife. These pads could be promoted better at TRMC. Further collaboration with OneLife is envisaged.

1. Apologies:

Pippa Sheldrake, Jo Hutchinson, Dr Knight

2. Minutes of meeting held on 09/01/2018 were signed as correct by AW

3. Matters Arising, not covered by the Agenda

Photo board: Still work in progress, camera available but now awaiting for Andrea to take the photos

4. Practice report and staff changes. RH

There has been an unexplained increase in incoming phone calls, 12225 during January compared with 9133 in December. RH reported the imminent departure of 2 doctors Dr James Moore-Smith and Dr Sengapali Ravichandran (14 sessions covered) so the practice shortfall is now almost 3.5 posts. Members asked questions as to the reasons behind the resignations and difficulties in recruiting GPs. This is similar to the national picture.

A Nurse Practitioner post has been advertised and an experienced asthma nurse has been appointed

Four reception staff have resigned and also Michelle Filbrook. Exit interviews have been conducted and work is being done following the information received.

TRMC continues to work collaboratively with Drs Solway and Mallick at the Little Orchard Street Practice.

Wi Fi installation has been delayed.

Parking Eye has been installed earlier than forecast. It has improved the parking situation. No major problems to date.

Care navigator training is booked for April

5. Missed appointments. RH

DNA's have increased from 250 to 277. JP reported that an appointment cancelled by text message had been logged as a DNA and she had received a letter. Other people had been sent a DNA 1st letter for an appointment they didn't know they had. There were also 4th and 5th DNA letters recorded which will be investigated as no one was aware such existed. Best ways of dealing with 'special cases' (e.g. dementia patients) to be investigated by RH

6. Complaints and praise for December. RH and KS

Complaints

Five formal written complaints to the practice have been addressed. RH is considering use of a standard reply to NHS Choices redirecting complainants to use the practice procedures.

Friends and Family data is positive. KS asked if 'praisers' could be contacted to see if they'd be happy to put their comments on the website.

Praise

Two letters had been received.

7. Parking Eye

Members expressed concern over the introduction. Appeals against fines must be made by the patients but can be supported by a letter from the practice confirming that they had an appointment. AW has had discussion with RH and Helen Osborn to establish the ability to suspend Parking Eye e.g. for those attending an event at the practice. She had been reassured that there was more flexibility in the process than was first envisaged. There had been an immediate noticeable change in car park availability.

8. Patient information in GP referral letters

Letters from GPs to hospital need to include information about requirements for some patients to have interpreter, chaperone, disabled or special needs support at the consultation. Changes (with pro forma?) need to be initiated by the hospital but meanwhile GPs to remember to clarify in referral letter if necessary. JP to keep group aware of resolution.

9. Health Event

Jo had chaired the informal meeting on 07.02.18. Minutes available. CCG dietician not available so TP to pass details to JH of hospital diabetic dietician as alternative. Dr Nicola Skrinchuk has agreed to speak from the practice. A further meeting is needed to pin down details: JW to confirm or rearrange.

10. AOB

Seamus McMillan was thanked for his valuable contributions to the PPG meetings as this is his last before moving away. He hopes to attend the May event.

AW thanked JG for taking the minutes.

Dates of future meetings:

Tuesday May 1st 2018 **AGM**

Tuesday July 3rd 2018

Tuesday September 4th, 2018

Jo Hutchinson 9.3.18