

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

Minutes of the Meeting held on Tuesday July 4th 2017
at TRMC at 7pm

Present:

Anne Walker (AW), Jo Hutchinson (JH), Sue Hayes (SH), Jenny Pickering (JP), Jean Garnham (JG), Sally Gardiner (SG), Seamus McMillan (SM), Pippa Sheldrake (PS), Rachel Helliari (RH)

1. Apologies:

Helen Osborn, Dr Smith, Dr Knight, Gill Lewis

2. Minutes of meeting held on 2.5.17

These were signed as correct by AW.

AW asked if the minutes were routinely circulated to Practice staff. RH will ensure the staff are included in the circulation in future, and will also include the PPG in the staff Practice news. **RH**

3. Matters Arising, not covered by the Agenda

Practice Newsletter – JP had brought examples from Ipswich Hospital. The meeting agreed with AW who thought it would be preferable for the Practice to produce the Newsletter, and for the PPG to add to it as appropriate.

4. Presentation by Rachael Shanks, IT Manager

RS gave a fascinating and very informative overview of her role in TRMC. She deals with the website, the waiting room screens and check in terminals, phones, patient recall system, text message system and fire alarms.

In answer to questions from SM she confirmed that:

- TRMC website is based on Windows 7 which is dictated by the CCG
- There will be increased integration of IT systems across different parts of the NHS in the coming years.
- SG said that the check in screens often freeze and are sometimes slow. RS will refresh them every evening and possibly supply a pen to each screen to facilitate patients' check in process **RS**
- PS asked if it is possible to text patients whose appointments are changed to another Doctor. **RS** says this is already happening if the appointment is changed in advance, but more difficult if it is changed at short notice.
- PS asked if text cancellations from patients to the surgery are getting through. RH said that text replies are being checked several times per day, but that she would alert MF to this issue which had been flagged up to PS by a patient. **RH**
- Wi- fi access for patients in the Practice building. In answer to a question from JG, RH said that this should soon be rolled out by the NHS.
- AW suggested that all members should try accessing their coded records via the website
- It was suggested that patients should be encouraged to use the Patient Partner system to enable them to cancel appointments more quickly on the telephone.

RS was thanked by the meeting for her presentation.

5. Health Education Event feedback

JH apologised that members had not already received the feedback email. She would send it out ASAP. **JH done**

JH gave a quick overview of the event and thanked both staff and PPG members for their help in making the event such a success. In answer to SH asking if the talks could be given in the conference room next time and stalls could in the waiting area, JH suggested that this would be a logistical problem necessitating furniture moving, and RH said that perhaps the answer would be for the speakers to use the Practice microphone which would overcome the noise problem from patients at the reception desk downstairs.

Discussion took place about the next Health Education Event. It was decided to focus on 'Adult mental wellbeing' and to include talks on dementia, depression and stress. Suggestions for stallholders included Suffolk MIND, Suffolk Family Carers, Post natal depression, and Samaritans.

PS said we should begin advertising it earlier, and AW suggested that emails to patients are more effective than texts as more information can be included but acknowledged the difficulties that the surgery face in sending out bulk emails.

October 4th is the preferred date, but RH to check this with MF and the Practice

PPG committee meeting to finalise details for the Event Wednesday 9th August at 2pm. Room booked by JH 5.7.17

Louise Hardwick from the CCG to be invited to attend the committee meeting.

MF to be invited to join the meeting.

RH confirmed

JH done 5.7.17

JH done 5.7.17

6. Practice Report from RH

Dr Mark Bowers is leaving towards the end of September and Dr Stephen McCarthy has retired.

We have two 8 session doctors starting, one in August and one at the start of September.

Dr Balme is still on long term sick and not expected to return until the autumn.

Dr James Moore-Smith is working a long-term locum to cover this and has sessions booked up to the end of October.
 Dr Peter Burns has stepped down as a partner but remains at the practice as a salaried GP.
 The senior partner is now Dr Knight.

Nurse Practitioner team
 Ailsa has started and works 6 sessions over 4 days a week

Nursing
 Helen Barker has left
 Two new practice nurses have started: Anna Barton who is an experienced practice nurse and is doing 3 days a week and Jo Ling who has come from the hospital and is full time.
 If the funding bid is successful a second clinical pharmacist will work 3 days a week to give cover Monday to Friday

7. Missed appointments letters and update.

	No. of routine appointments offered	No. of urgent appointments offered:	% Urgents	Total	No. of DNA's
May-17	4640	3173	40.61%	7813	228
Jun-17	5385	3066	36.28%	8451	317

8. Complaints and Praise to the surgery. RH

In May and June there had been 6 letters of praise to the surgery, mostly sent to individual clinicians.
 In May there had been 6 written complaints and 2 in June. These are all being dealt with.

9. AOB

- RH reported that the CQC registration visit had gone well, and there will be a full inspection within the next 12 months.
- RH will let the PPG know the dates for the flu clinics as soon as she knows them. **RH done**
- Water machine. There was discussion for and against the provision of a water machine in the Practice. RH to explore and discuss with the surgery. **RH**
- JH commented that putting the opaque backing on the glass round the top of the stairwell was very effective and also looked nice.
- SM commented that an idea in NAPP newsletter of putting a patient BP monitoring machine in the waiting area was a good one. **RH to discuss with JK**
- Telephone triage/Active signposting is in the CCG plan. Receptionists will be trained to become 'Care navigators'.
- SG said that some clinicians are still not wearing a name badge. **RH**
- RH said that the GP PLUS administrator, Sally White, would be willing and available to speak at the next meeting of the PPG. **RH has organised**

Dates of future meetings;

Tuesday September 5th 2017, 7pm
 Tuesday November 7th 2017, 7pm AGM
 Tuesday January 9th 2018, 7pm

Jo Hutchinson July 2017