

# Grove Road Surgery PPG

## Minutes 13<sup>th</sup> January 2020

**1. Attendees:** David Bell (DB) (Chair), Sam Bridgewater (SB), Mark Adams (MA), Ann Clarke (AC), Diana Cheetham (DC)

**Apologies:** Mary Leahy (ML) (Secretary), Ally Burnham (AB), Jane Baumber (JB), Val Thornton (VT)

**Absent:** Nicky Walker (NW)

**2. Minutes of meeting 4th November 2019:** Accepted in advance of meeting and published.

### **3. Matters arising:**

**3.1 Revised appointment system survey** – amendments to the summary still to be circulated, to include comment that it is now possible to book GP appointments on line and that LIVI (a new out of hours service) has been launched. Once comments have been circulated the survey and comments will be published on the surgery website. **Action: DB to circulate comment.**

**3.2 Missed appointments** – this is an ongoing concern and was discussed. Data provided by SB indicated that the largest group of patients to miss appointments was the 16-45 year age group, followed by the 46 - 64 year age group. Although this issue has been included in previous newsletters, and the surgery information screens, it was agreed that missed appointments would feature in the next newsletter. SB has produced a strongly worded letter asking for the reasons why appointments had been missed. This will be sent out to appropriate patients/repeat offenders and any feedback will be brought to PPG meetings. DB also agreed to circulate the data on missed appointments to the group for information. **Action: SB to circulate missed appointment data.**

**3.3/3.5 Emergency appointments and Newsletter** - guidelines were included in the last newsletter. A discussion ensued about including a list of helpline organisations and criteria in a newsletter. Agreed that this might best be a stand alone document. It was suggested that there may already be something similar published by other agencies. **Action: DB to review other agencies information and report back.**

**3.4 Maintenance of the noticeboards** - it was noted how much tidier the notice boards were and a system for monitoring the date and usefulness of the notices has been introduced. SB asked for feedback from the group and AC volunteered to conduct regular checks and feedback to SB as necessary. **Action: All PPG to give feedback on noticeboards and AC to report any specifics to SB.**

**3.6 PPG membership** – as all PPG members were not always available to attend every meeting it was felt that PPG membership should be boosted from 8 members to 10-12 members. There were still some expressions of interest and it was agreed that DB would approach these patients and invite them to attend a PPG meeting. **Action DB to contact PPG expressions of interest and invite candidates to a PPG meeting.**

**4. PPG EHS Forum** – MA attended the November meeting with DB and gave an update. The purpose of the forum was to share experiences and inspire other PPG members. The Forum is held approximately four times a year and circa ten members were present at the November meeting. DB confirmed that he was now Chair of the EHS Forum and would be attending a meeting on 14<sup>th</sup> January to discuss how the forum would operate and co-ordinate activities. **Action: DB to circulate minutes of the PPG EHS Forum.**

## **5. Practice Manager's update:**

5.1 An Advanced Clinical Practitioner, Stuart Rutland, has joined the surgery. Stuart was welcomed by the group and gave a brief resume of his experience and background.

5.2 The Macmillan Counsellor has had to step down and is not available to attend the surgery at the moment.

5.3 An ultrasound services is up and running from the surgery.

5.4 Quality Improvement staff meetings take place in the surgery on a monthly basis. DB attended the last monthly meeting and members of the PPG (maximum 2) are welcome to attend if they would like to; the next meeting is scheduled to take place in January. **Action: PPG member to contact DB / SB if they wish to attend the next meeting.**

5.5 A maintenance person has been appointed to the surgery. This

coincides with a Pharmacist starting work in the surgery and the handy man will be creating an office area on the first floor for the Pharmacist to work from. The area will be screened from the waiting room to give privacy and will also provide additional wall space.

5.6 An update, provided by SB, was given of the on line appointment service. Take up was still a little slow but it was working well and the surgery have been able to tweak the system to meet patient's needs. There are limitations to the system; for example the system did not enable criteria, such as age, to be set which would screen out some patients. This restricted the inclusion of some members of the practice to on line appointments – paramedics for example. SB and her team are still working on the use of online appointments and she will update the group at the next meeting. **Action: SB to update the PPG on the on line appointments at the March meeting.**

## **6. Any other business:**

6.1 The Practice Leaflet has been updated and will be circulated to the PPG for comment; responses by Friday 24<sup>th</sup> January 2020. **Action: All to comment on the revised Practice Leaflet by Friday 24<sup>th</sup> January.**

6.2 Draft outlines for the new GP contract framework, Primary Care Networks (PCN), has been circulated to GP practices for comment. Initial reaction from the Grove Road practice is that further work needs to be done to the framework; otherwise overloading general practice, when most practices are struggling to meet existing need, could be a real outcome. **Action: SB to circulate a link to the PCN document.**

6.3 The introduction of Digital Champions amongst PPG members was discussed. The general feeling was that this service would be difficult to provide when PPG members were volunteers and may not be available when patients needed assistance. The concept seemed to be better suited to permanent members of the reception team. Timescales were tight and the PPG did not want to miss out on funding that was associated with the initiative. **Action: DB agreed to discuss this with other members at the PPG Forum and to report back.**

6.4 An end of year local PPG meeting was being planned and Grove Road PPG may be offered places at the event. Any development

would be followed up and circulated. **Action: DB and SB to update on any developments for a local end of year PPG meeting.**

6.5 Priority Services– a brief discussion was held about various priority services which were run by energy providers and whether they extended to all domestic utilities. **Action: DB to research further.**

**6.6 Next meeting: Monday 2<sup>nd</sup> March**