

Patient Participation Group Meeting 23rd February 2015

The Hollies Medical Centre

Present :Mike Loughlin (Deputy Chair), Chris Armes, Pam Coates, Penny Hilton, Patricia Jepson, Ernest Shoebridge, Tom Baker, Patrick Harding, Walter Hirst, Nicola Simpson (Practice Manager), Dr Richard Harvey (GP),.....

1. **Apologies:** John Laxton, Terence Dixon, Judy Bisley (Chair)
2. **Minutes of the meeting held on 24th November 2014**

Accepted as a true record

3. Matters arising

a. Building Alterations

Nicola gave those present a tour of the completed basement works and advised those present of the plans for the reception and ground floor waiting area work on which will commence in the near future. Work on the pharmacy was well advanced and is scheduled to open on the 16th march 2015. She further advised that bids for a lift to enhance disabled access, flooring to meet current regulations and facilities for note storage had been submitted.

b. Absent Members

Contact with absent members had been established and both wish to remain members of the group at the present time.

c. Virtual PPG

Nicola advised that 50 forms had been handed out and 9 returned. Nicola suggested the group send a welcome message to these people. Mike Loughlin agreed to undertake this task on behalf of the PPG in consultation with Judy.

d. Friends and Family

Nicola advised that 25 feedback forms had been received all but one of which gave the highest score possible. All the comments were excellent. Three postings on NHS Choices had also been made two of which were very positive. Nicola has established contact with the other respondent and addressed their concerns.

e. Meeting with Hollies Support Staff

Nicola advised that she had discussed this with the staff and none wished to attend our meeting at the present time. The invitation remains open should they wish to attend in the future. The support staff have however

invited PPG members to spend time with them should they wish, preferably in very small numbers and in the afternoons when work load is lighter.

f. Intercare

Storage remains a problem at present time. A suggestion was made that the new pharmacist may be willing to pursue this initiative. Nicola agreed to enquire.

g. Constitution and Terms of Reference

These were accepted and will be reviewed annually. The first review will be due in Nov 2015.

h) Systemonline

Dr Harvey advised members that limited access to patient records was now available. If patients are unable to access these they should contact reception staff for a new password. ML asked if GP's can now access patient's hospital records. Dr Harvey advised that this was not an option at the present time due to confidentiality/firewalls etc. GP;s can however now access patients' discharge summaries which is proving helpful.

i. Shorter route into the surgery

Nicola to investigate further and report back at a future meeting.

4. CQC

The CQC visit to the practice is to occur between April and June. The partners would like some members of the PPG to be involved in the presentation and be available to meet with the CQC reviewers if required. Dr Harvey outlined the plans and discussion ensued. It was agreed that a small subgroup would take this forward due to time constraints though everyone would be invited to contribute by email. Members of the subgroup are; ML, CA, TB, PHa and possibly JB who was nominated in her absence. The subgroup agreed to meet on the 10th March. All members are invited to send suggestions for inclusion in the presentation to ML by the 3rd March. Nicola also asked if any members would be prepared to be filmed (10-15secs) for inclusion in the main presentation. Volunteers to contact Nicola directly.

5. Pharmacy

Scheduled to open on the 16th March and will be open Surgery hours only

6. AOB

a. CA requested clarification re bidding process.

- b. CA enquired if the online pharmacy list had now been undated. NS indicated that this work had been completed,
- c. PHi advised that a newsletter had not been published since August 2014. NS stated that this is in now hand and has been delayed due to staffing changes. She also advised that the website still indicates that a Practice Manager is still being recruited. NS advised that small changes to the website were cost inhibitory and that this will be addressed in due course.
- d. Phi also sought clarification about the Care Planning exercise having been approached by two patients and a carer. Dr Harvey suggested that she ask the individuals concerned to contact NS directly to that there concerns might be addressed.

7. Action Points

- a. ML to email all members for suggested inclusions for the CQC presentation.
- b. TB,PHa,ML,,CA to meet on the 10th March. ML to email them re: time and venue.
- c. NS to investigate regarding shorter route to front door.
- d. NS to collate and publish patient feedback.
- e. NS to ask support staff to continue to hand out VPPG recruitment forms.
- f. JB & ML to send out thank you/welcome message to new recruits.
- g. All wishing to meet with support staff to contact NS directly

8. Date and Time of next Meeting

To be determined

Meeting closed at 19.25hrs