

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

Datchet Health Centre
20 May 2015



Anita Kapur	AK	Apologies
Bill Joy	BJ	Present
Ernie Addicott	EA	Present
Jayne Crampton (Honorary Secretary)	JC	Present
Graham Box (Practice Manager)	GB	Present
Michael Shefras MBE - Chair	MS	Present
Dr Harish Bijjala (Partner)	HB	Present
Pam Curry	PC	Apologies
Rowena Mignot	RM	Present
Sandeep Sharma	SS	Not present
Suresh Gogna	SG	Present
Vivien Walton	VW	Present
Margaret Holmes Pickering	MP	Present

MS welcomed DR H Bijjala to the meeting.

In future, the partners will ensure that one of their number attends each PPG meeting, as far as work pressures permit.

1 Practice Manager's Report

1.1 Action Plan

An Advanced Nurse Practitioner (Mandy) joined DHC in April 2015.

A new Practice Nurse (Angela) is now working three full days each week .

Evening/weekend appointments at King Edward VII and St Marks hospitals will be available later in the year in a pilot scheme under the Prime Minister's Challenge Fund (PMCF) project.

DHC plans to encourage more patients to book appointments on line in order to ease pressure on the telephone system.

GB said that he would speak again with the phone company and hoped to have identified the options for change by the end of June 2015, and would then have a further discussion with the PPG.

With respect to phlebotomy, the PPG would initiate a discussion at the networking meeting so that the position is understood across the whole CCG. The practice does not commission the service and so route to secure change is to influence the CCG.

1.2 Other matters

Two qualified doctors (ST3), in training to become GPs from April to August 2015, are augmenting the service.

The receptionists received Customer Service Training on 21 April 2015 and 19 May 2015. It included a reminder to staff to empathise with all patients and not to take aggressive behavior personally. GB felt the content of the training was excellent.

The receptionist's handbook is being redrafted.

The members were pleased that DHC had arranged this training. In reply to MS, GB said the receptionists' reaction had been broadly positive

GB said a new website for DHC, aimed at improved communication with patients, is available for evaluation. Members were requested to log on and send any comments to him. **ACTION: All Members.**

Sixty more patients have registered their email addresses with DHC, the total is now 891.

The partners will decide, by 31 July 2015, whether to have TV type display screens in the waiting areas. Suggestions for the kind of information that could be displayed will be presented to the next PPG meeting. **ACTION: GB**

2. Improvement of non-medical services to patients.

MS proposed the PPG should take forward ideas discussed earlier whereby PPG members would seek patients' views by one-to-one interviews in the waiting areas.

It was agreed that training sessions would be necessary for members who volunteer to take part.

GB thought this work could provide a valuable input to DHC, but it was important to avoid going over old ground.

ACTION: MS and GB to discuss suitable training dates in September 2015.

3. Health Education Evening – Dementia and Carers - 16 June 2015 – Datchet Village Hall.

GB confirmed three speakers had been invited.

Dr Bedi (Consultant Psychiatrist for Older People)

Rutuja Kulkarni (Head of Public Health, RBWM)

One of the GPs from DHC.

MS, who will chair the event, requested GB to obtain a background note from each speaker to aid his introduction. **ACTION: GB**

SG and RM confirmed catering arrangements were all in hand. SG confirmed that Tesco will provide biscuits free of charge. Suitable recognition of this fact would be made at the meeting.

There was a wide ranging discussion about the content of the DHC GP's talk

ACTION: HB to discuss with DHC Partners and report back to MS.

4. Links between DHC and the Voluntary sector.

GB referred to a leaflet entitled CareFree, received from PC. It encourages patients who act as Carers to register at their surgery as a Carer. There is more information on the Berkshire Carers website.

A new service will begin in June 2015. The GP or nurse will explain that the practice can put the Samaritans in touch with the patient if they wish. The Samaritans will then call the patient in the next day or so to establish contact. They do not leave a message (for reasons of confidentiality) so they commit to trying three times to make contact. This service has been introduced because patients often have to wait to see a therapist and it is hoped that it will help them to have this support them in the meantime.

RM said that only 20% of people who called the Samaritans were feeling suicidal; the other 80% rang because they needed someone to talk to.

GB commented on an item about Age Concern in the Newsletter on Age Concern – many patients don't realise that they do not have to be over 50 to visit the adviser that comes to DHC on the first Wednesday of every month - anyone over 18 can visit.

EA reported that Wraysbury Voluntary Care, providing assistance to residents of Wraysbury and Horton, will offer transport to and from DHC to elderly and/or vulnerable patients.

5. Future of DHC.

Members discussed the implications of recent reports in the news media of a future shortage of GPs.

HB confirmed that the risk of DHC having to shrink was very small, the Practice is more likely to expand.

GB said the Old Windsor Clinic, that was purely for elderly patients who cannot easily travel to DHC, is no longer sustainable. GB and Mick Watts will write to each affected patient to explain the situation.

6. CQC Report

GB reported that the Care Quality Commission (CQC) carried out its first inspection of DHC on 25th March 2015. He quoted from their report, "Overall the practice is rated as good. However, the practice need to make improvements to ensure consistent standards of cleanliness are achieved and review the availability on three days of the week of appointments for patients who work". GB said that DHC is responding urgently to the cleaning issue.

CQC advised DHC to retain all documentation relating to pre-employment checks and to improve audit plan to formalise the number of completed audit cycles that identify and address areas of clinical performance which could be improved.

In the main the report was very positive for DHC.

MS congratulated GB on the hard work he had put into preparing for the inspection and his report on the outcome.

MS said that, as PPG Chair, he had been asked to attend for interview by the CQC team and had invited SG and RM to join him. He thanked them both and was pleased that the PPG had received a good report.

7. Newsletter

The June newsletter was ready for publication.

MS asked members to consider Items for the September issue and to bear in mind that its publication will occur before the next meeting. **ACTION: All Members**

.8. Notices and other documents from NHS and other sources

MS said a large number of documents are received and forwarded to members. Any matters arising should be raised by email to all members for email discussion and/or added to the agenda for the next meeting. **ACTION: All Members.**

9. WAMCCG PPG Network

MS reported that Ally Green (Associate Director of Communications and Engagement, East Berkshire CCGs) is exploring ways of making meetings more useful to PPGs.

BJ said he understood the original plan was to have a forum for PPG Chairs. The ensuing management by the CCG is a convenient way of providing logistic support, but it could appear that each PPG is as much an agent of the NHS as a two-way conduit between their Practice and its patients.

MS said he will not give up on the Phlebotomy issue and intends continue to pursue it at network meetings. **ACTION: MS**

10. Friends and Family Survey.

GB reported that people could now go online to see results for other practices and that DHC receives most of their responses, up by 10%, via text messages.

11. Notes and minutes of the meeting held on 4 March 2015

The notes and minutes were accepted as correct without further comment.

12. Date of next meeting

Thursday 10 September 2015 at 13:30 in the DHC meeting room.

BJ 05/06/15
BJ/MS Minor Amd 7/06/15
GB Amd 1.1 7 1.2 8/06/15