

LIQUORPOND SURGERY PATIENT PARTICIPATION GROUP MEETING

Thursday 8 March 2018

Present:	Mr. GA	PPG Members
	Mr. RC	
	Mr. PD	Chairman
	Mrs. SL	
	Mr. IM	Deputy Chairman
	Mr. AP	
	Mrs. PV	
	Dr. H. Matiti (HM)	GP
	Dr. M. Nolan (MN)	GP
	Dr. I. Fernandes (IMF)	GP
	Mrs. Sarah Hardie (SH)	Practice Manager
	Mrs. Annette Jakeman (AJ)	Deputy Practice Manager
	Mr. Keith Foster (KF)	IT Lead
	Mrs. K. Motley (KM)	Reception Supervisor
	Mrs. Judith Jain (JJ)	Secretary
Apologies:	Mr. Robert Bailey (RB)	Nursing Staff

AGENDA

Minutes of last meeting: There were a few amendments to the minutes but it was pointed out that the minute secretary was not at the meeting.

Matters arising:

PPG recruitment with Age UK:

- PD reported that Barbara O'Neill from Age UK had suggested the surgery use Pensioners Hall in the summer to try and get more members. SH felt this was a good idea as we need a population mix.
- IM suggested having a couple of PPG members in surgery to chat to patients and encourage them to join. AP suggested using the Market Place. IMF suggested putting adverts in the job centre.

Chairman's Report:

- There were upcoming meetings in Skegness on Diversity & Equality and a Lincs East CCG Patient Council meeting.

Election of Vice Chair:

- IM was unanimously elected.

Calling patient review:

- AP felt there had been a vast improvement – easier to find nurses. General consensus was this was much better.

Survey progress:

- SH reported that the survey is usually done at the end of the financial year, but will now be in the new financial year. Was there any interest in the PPG helping with designing the survey?

New GP integration progress – anything we can do to assist?

- AP asked if there was anything the PPG can do to help – let them know.

DNA – results of text response exercise:

- This has made a difference and SH thanked the Admin Staff for their hard work. There was now the opportunity to cancel appointments.
- KF reported that, since November 2017, we had sent out over 16,000 reminders and had 160 texts cancelling appointments. KF also showed a graph detailing the DNAs from October 2011 to January 2018 and the DNAs had reduced by half.
- If a patient DNA x 4, a final warning letter will be sent that we will 'withhold the right to pre-book appointments and you will only be able to book sit and wait'.

Flooring:

- SH reported that there had been problems with damp arising from the flood in 2013. On 23.3.18 the flooring in the waiting room had been lifted in an attempt to try and find the cause. The waiting room will be out of use for at least 2 weeks, probably longer.
- A Portakabin was being delivered on 17.3.18 and a walkway constructed into the building. This would be in use from 26.3.18. There would be no access from the main waiting room to the surgery, this would be from the Portakabin. Receptionists would be situated in the Portakabin to check in patients.
- SH asked for volunteers from the PPG to act as signposters during the first few days. IM and PV agreed to be there at 8.30 am on 26.3.18.
- There would be an access ramp to the Portakabin for wheelchairs. This was being installed by a specialist company. A wheelchair would be available for patients who struggle to walk.
- The foyer window in the main building will be kept open for making appointments and collecting scripts.

Phone recording:

- SH reported that, over the past 6 weeks, there had been 3 patients who were extremely abusive to staff. As a result, the decision had been taken to record phone calls and the phone company were putting a message on the system informing patients of this.
- SH reassured the meeting that the phone recordings were held securely and would only be accessed when the need arose. No information would be shared.
- The surgery had also taken the difficult decision to install CCTV in public areas (NOT consultation rooms).

Care Navigation:

- SH explained that Receptionists would be asking patients why they need an appointment to see a GP.
- This is a national directive and we would be working with a number of agencies for medical and socioeconomic conditions. This would be piloting in Liquorpond and Greyfriars surgeries to try and direct patients to the most appropriate service.
- Staff have been trained in Care Navigation. This will hopefully help with appointments.
- A Directory of Services was being put together for patients to access and would be Boston specific.
- AP asked about the benefit of having a Mental Health Nurse in surgery. SH had had a meeting the previous week with someone from the Mental Health Trust who were interested in doing this, but this would not happen in the next 6 months.

New members:

- SH had had a positive email from IM suggesting better promotion of PPG in the waiting room. Important to make the group as diverse as possible. IM suggested setting up a subgroup regarding recruitment of other PPG members within Liquorpond Surgery. SH asked KF to design something. IM happy to help.

Any Other Business:

- GA thanked IM for bringing the focus of PPG back to the surgery.

The meeting finished at 8.40 pm.

Date of next meeting: Thursday 7 June 2018 at 7.30 pm.