

# LIQUORPOND SURGERY PATIENT PARTICIPATION GROUP MEETING

Thursday 1 June 2017

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

## AGENDA

**Minutes of last meeting:** The minutes were agreed as a true record and were accepted.

### **Matters arising:**

- Use of Reception TV screen –all GPs should now be using both call systems when calling patients.
- GPs to provide clear instructions on prescriptions.
- Recommendation to register as a member of ULHT Patient Group.
- Local Community Event (LCE) Officer to discuss local involvement for non-English and younger age groups.
- Lincs Sustainability & Transformation Plan.

**Terms of Reference:** Document what PPG do – defer until next meeting.

**Patient Council Meeting:** PD reported on the meeting held on 22.3.17 and distributed a hand-out. If anyone had any feedback, speak to him. A discussion was held. SH reported that the majority of East Lincs GP Practices are now members of a Federation with the aim to take services out of hospitals and into GP surgeries. The Federation group will help provide services. AP reported that he had seen an advert for on-line pharmacy services and advised the group to think hard before signing up for this. SL reported that she knew of one patient that had tried this but returned to the Pharmacy next door.

**Shared Reading:** AP felt a lot of patients would be unwilling or unable to go somewhere strange but may be happy to come to the surgery. JR said it was difficult to start something new and felt the practice has to understand what it is about and stressed it was not a book club. SH said the Partners recognised the

benefits of reading and proposed making space available in the waiting room on a Thursday lunchtime on a 6 month trial basis. This could be weekly or monthly but not on the 3<sup>rd</sup> Thursday of the month as this was Target day for staff training. JR thanked SH for the offer and will get back to her with dates. JR will also produce a leaflet.

**Empowering Patient Participation:** AP reported on this event, which was run by people from the NHS to promote patient participation. There were 2 points that came out of this:

- NAPP – National Association of Patient Participation. There is a cost but AP and IM will look into this.
- A 15 minute video had been shown at the event which explained the structure of the NHS. <https://youtu.be/8CSp6HsQVtw>
- PD reported that the Government were determined to have patients participate in the NHS. Some practices in East Lincs have managers chairing the PPG meetings. AP and PD agreed this had been a worthwhile event.

**Virtual PPG:** AP feels this is something we need to do more of. He apologised that he had not gone into this further but asked for suggestions from the group. AP felt we needed to keep up a steady/sensible flow of information (quarterly rather than weekly). He asked what the percentage of patients who had signed up for text messaging was. SH reported that the Practice were looking at a piece of software that would allow patients to respond to a text/cancel their appointments.

**GP Replacement:** SH reported that Dr. Ramana had now left the Practice. Through the Local Medical Committee the Practice had recruited 2 international GPs who were expected to be here in September (Dr. Krasinska and Dr. Dang – both female GP from Poland). Dr. Gamalath had decided to reduce her hours (leaving the Partnership and becoming a salaried GP) and would be working 3 days a week from the beginning of July. The Practice were still looking for another Partner. AP thanked Bob and Zoe for the brilliant work they did; this was seconded by RC.

**DNAs:** AJ explained that if a patient DNA, an advisory letter would be sent. Up to 19.5.17, 78 letters had been sent and an audit would be run prior to the next PPG to see what effect the letters have had. It was pointed out that we exclude vulnerable patients and those under the age of 18. On a 2<sup>nd</sup> DNA a letter would be sent explaining that if they failed to attend a 3<sup>rd</sup> appointment a GP contract would be applied and the patient would have to sign and agree the terms and conditions. If they continued to DNA, the ability to prebook an appointment would be withdrawn and they could only make an 'on the day' appointment. RC asked how many of the 78 patients had contacted the surgery – we had had 2 apologies from patients who were in hospital.

**Any Other Business:**

- PV reported that the Pharmacy next door said they needed 3 working days before a prescription could be collected. Could a notice be put on the printed script to say 3 days? SH will ask KF to look into.
- KM reported that all Pharmacies have a massive backlog from the NHS cyber-attack.
- SH thanked all patients for their patience during the cyber-attack and thanked all staff.
- PD reported that on Friday 2 June, 10 am to 3 pm, there would be a Boston Community Health Awareness Event to be held in the Market Place.
- MSN asked whether the question of DNAs had been raised at the Patient Council Meeting. This had been and was documented in the hand-out.
- AP and GA had attended a meeting where PPGs were encouraged as a group to protest about cuts to services at Pilgrim Hospital. AP felt he would rather leave this up to the individual.
- SH reported that a patient had left the Practice a £5000 legacy to be used for something to benefit our patients. SH asked the group what they felt about a machine in the waiting room to check pulse/blood pressure. The majority were in agreement although there were some reservations. RB

pointed out that the one in his surgery had been removed (*Post meeting note: this was due to the machine breaking down, it was unsupported due to its age and was not integrated into SystemOne*). PV suggested a cold water dispenser and JN asked if this could be plumbed into the mains rather than a bottle (this will be costed).

The meeting closed at 8.40 am.

Date of next meeting: Thursday 7 September 2017 at 7.30 pm.