

LIQUORPOND SURGERY PATIENT PARTICIPATION GROUP MEETING

Thursday 2 March 2017

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

AGENDA

Minutes of last meeting and matters arising: The minutes were agreed as a true record and were accepted. IM had spoken to a patient who was partially sighted and has asked whether the edge of the front step could be painted yellow. This was agreed.

Update/discussion of CQC inspection: AP passed on his congratulations, seconded by the PPG members, on the CQC rating. SH thanked the members of the PPG who came in on inspection day and reported that the CQC Inspector, Chris Jarvis, spoke highly of them. Certain recommendations had come out of the inspection.

- SEA (significant event analysis)/complaints – all staff to be made aware of.
- System needs to be in place to show that staff had read policies (signature form).
- Full fire drill with patients – this had happened but was not documented.
- Alternative means of calling patients – clinicians to use call screen & verbal call.

- Storage for Lloyd George notes – new lockable cabinets had been purchased.
- Telephone system – a plan was in hand but this was running ok at present

PD asked that everyone in the practice were made aware that the PPG appreciated all the hard work that went into preparing for the inspection.

Patient Council Input: PD reported on a meeting he had attended and distributed information from the Lincolnshire East CCG. If anyone had any questions or comments that the Council might be interested in, they could email PD or go on the website. SH suggested clarifying this out of the meeting so it can be circulated. AP would send a copy of the email to PPG members.

Terms of Reference: This would be presented at the next meeting.

Shared Reading Event: JR would be running a taster session at the White Hart Hotel on 6.4.17 and had drafted a poster. This was not a book club, but a shared experience of reading, either read together or just listen. It would last an hour with books and poems. AP encouraged PPG members to attend. Information was on a poster but if members had any questions, they could ring JR and she was happy to explain. The event was free, but if it takes off they may ask the surgery to help with photocopying. SH asked if patients could be referred to build up confidence. AP suggested setting up 'Mental Health Mates', where people could get together, and asked for ideas. PD suggested contacting LPFT.

Lincs Sustainability & Transformation Plan: AP reported on a meeting held at Westside re starting a Boston Focus Group. SH explained the Government GP Forward View Plan with regard to redesigning general practice into Federations to share resources, workload and staffing. They want GPs to become Clinical Leaders, focusing on patients with the most complex needs. Also work with Health Care Teams. Details not finalised. Also General Practices to be open 7 days a week, 8 am to 8 pm. Boston piloting new scheme for East Lincs.

Use of Reception TV screen: AP suggested a 'boing' to alert patients to the call screen; there is one but it is not very loud. The Practice can change the content on the TV screen.

ANY OTHER BUSINESS:

- AP asked whether the surgery were looking at asking patients to show their passports to ensure they are eligible for NHS treatment. SH explained that we have a new contract on 1.4.17 and any patient unable to provide evidence that they are a UK resident would be asked for 2 documents (not known what these are yet). Charge for consultation and prescription fee. If patient an emergency, they will receive treatment.
- SL pointed out that prescriptions are often delivered to patients with the instructions 'use as directed by doctor'. Patients are often embarrassed to ask Drs to repeat what they have been told if they cannot understand.
- AP would like to discuss virtual PPG at next meeting. If anyone has an email address, could they let AP or PD have this?
- JR said that patients can sign up to be a member of LPFT. This was free and she encouraged people to join.

- MSN suggested encouraging younger people and Eastern Europeans to join the PPG. The Polish newspaper had finished so we had lost that resource. GPs to encourage younger members.
- LN introduced herself as this was her first meeting. She works for the CAB and offered to get information that could go on the TV screen.
- SH informed the meeting that Dr. Ramana was leaving the practice and relocating outside of Lincolnshire. The PPG wished him all the best.

The meeting finished at 8.30 pm.

Date of next meeting: Thursday 1 June 2017 at 7.30 pm.