

Patient Participation Group – 1<sup>st</sup> December 2016, 4.00pm

Minutes

Present: AH/ST/KS/TG/EB/CS/PS/Anita Hampson- Practice Manager, Dr Ellis Rickwood, Andrea Vickers (Connect Well Service)

Apologies: CY, CW

<p>1. Introductions and welcome Apologies</p>	<p>All Welcome to new members CS/PS</p>
<p>2. Andrea Vickers – connect Well Service</p>	<p>Andrea gave an overview of the Connect Well service and agreed to liaise with EB/ST/AH re “Loneliness” board, Anita will forward contact details on.</p>
<p>3. Minutes of last meeting Patient Letter Discussion</p>	<p>Letter had been widely circulated around the Practice and on the website, there had been limited feedback.</p>
<p>4. Practice Pressures incl “Operation workload”  Review of patient letter and outcome</p>	<p>Dr Rickwood outlined the steps the Practice had taken to try and manage workload within the Practice but also to ensure that patient care was no compromised. Changes had been made to the way emergency and “on the day” appointments were managed, along with some different ways of managing results, letters etc. This had led to improved workloads for the staff.</p> <p>The Practice was also looking at freeing up space for administration and improving the telephone system. One of the most difficult things for patients was trying to get through at 8am and then not being able to get an appointment and having to start again the next day.</p> <p>It was acknowledged this was an issue and Anita would review with the relevant staff, however, having a larger number of GPs meant that continuity was more difficult, but a patient would always be seen if necessary which was not the case in some of our neighbouring practices.</p> <p>This is an ongoing project within the Practice and the PPG would be kept abreast of all developments.</p>

5. Dementia Clinic	<p>The Dementia Clinic was still doing very well and data showed that we had improved diagnosis rates and also reduced hospital admissions for this co-hort of patients; however, there was currently no further funding from the CCG although there was some patient pressure being exerted.</p> <p>A local Charitable Trust has approached the surgery with a view to making a donation to enable the service to continue, because of contract restrictions the Practice may need to establish a charity to be able to utilise this funding.</p> <p>We are currently taking appropriate legal advice, however the PPG were happy to establish themselves as a charity if necessary.</p>
6. Zero Tolerance policy	<p>Anita outlined the increase in incidences of verbal/bad behaviour and the PPG agreed that it was wholly inappropriate. Some patients had been written to.</p> <p>This then developed into a discussion on how to notify patients and the practice agreed to look at funding electronic call boards which would not only to call patients but also give out additional information including Zero tolerance policy and other issues such as 2 working days prescription turnaround, use of one line services etc.</p> <p>It was agreed that whilst the Practice investigated this we would use large noticeboards with up to 4 key messages on and try and reduce all the other notices currently on display including above the check in screen.</p>
7. AOB	The group asked Dr Rickwood to pass on feedback regarding Drs GK and KP
Next Meeting	Thurs 19 <sup>th</sup> January 2017 4pm