

**Committee Meeting of Alford Group of Drs Patient Participation Group**

**28<sup>th</sup> February 2014 at 1.30pm in Merton Lodge**

**Attending:**

PPG: Alan Gurbutt, Pam Maplethorpe, Len Reeder, Sarah Harley, Maurice Kent, Hazel Bogg, Alan Reeves, Bob Karley.

Practice: None.

**Apologies:** Pat Mowbray, Graham Marsh, Ian Atkinson.

**Welcome and Introductions:**

Alan G welcomed members and opened the meeting.

The minutes of the meeting on 31<sup>st</sup> January 2014 were accepted by the meeting, although a specific proposer and seconder was not noted.

**Matters Arising from Last Meeting**

1. **Suggestions Box** has now been moved into the foyer and Len has made a number of enhancements:
  - a) A report was received from Len, with thanks from the meeting. In summary the report covered:
    - 3 comments about the new seat arrangement in the Waiting Room; the meeting agreeing with the responses in the Report, and
    - Incorrect spelling and grammar on the TV information screen, which the meeting thought is a fair comment.
  - b) Len submitted his own question for the Suggestions Box at the end of his report i.e. what planning for town expansion is in place (see also AOB Item 19.).
  - c) Revised versions of the Suggestions/Feedback Form were discussed and it was agreed that Bob will finalise the form and Ian will produce them as A5 double sided on yellow forms.
2. **DNAs:** A report will be submitted to the March meeting with a more detailed further breakdown from 01.06.13.
3. **Contracting out:** Existing additional services will continue for another year i.e. INR and phlebotomy. Practices will be invited to tender for them during the year.
4. **Putting Patients First:** Alan G explained that the Campaign for General Practice is putting patients first and that patients can sign up to protect the future of their Practice. This is the sign up link-  
<http://www.rcgp.org.uk/campaign-home.aspx>.
5. **AGM:**
  - a) It was suggested an opinion poll about day / evening events should be arranged, to include:
    - Annually rotating day / evening events as the most pragmatic solution; and
    - A different venue, where parking was more convenient.
  - b) Ian had previously suggested he might provide tea, coffee and soft drinks.

**News from the Practice** (Alan reporting from Ian's notes)

6. Work on alterations is due to start in the next few weeks.
7. Dr. Freeman will be leaving the practice on the 31<sup>st</sup> March 2014. The practice has advertised to extend the practice team. Further details will be provided at the next meeting.

**Annual Survey**

8. Surveys may only be completed by patients registered at the Practice, particularly as they are anonymous. Bob said he had emailed the survey to various patients of the practice. Alan G

**Action**

Bob/Ian

Ian

Next agenda

Ian

Ian

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wondered how the Practice could ensure responses were all from patients registered at the Practice. Bob added he was surprised there was open access to the website survey, also not forgetting there were copies in other places around Town.

9. The survey will finish on Friday 28<sup>th</sup> February, although Ian had previously agreed with Bob that forms received back by Friday 7<sup>th</sup> March would be included in the analysis. The results will be presented to the next meeting. 230 forms have been completed, to date.
10. Ian thanked all the PPG Members who attended to help.
11. Len presented a report of his experiences whilst attending to help. He had received comments about car parking problems, which the meeting was aware of being a real problem, particularly for the majority of patients who live outside town, difficulties getting GP appointments, the changed seating layout and the planned auto door, until the reasons for last were explained.
12. Alan G reported that handing out surveys to patients at the Practice on 17th February had been a positive experience with a good response rate (nearly everyone he asked in the morning completed a survey but a couple of patients expressed a wish not to do so in the evening). He said patients were complimentary about services they had received at the Practice. There were three suggestions – to oil the hinges on the door coming into the Practice as it was stiff to open for the elderly (hinges now replaced); to turn down the scroll rate of text on the TV display (now fixed); and to make the surveys shorter.
13. Bob reported seeing potential security issues whilst the Receptionist was very busy and a queue was blocking her view of the security door. There were 3 occasions, in the two half-days of his attendance, when an outgoing patient held the security door open for an incoming patient, despite the large notices on both sides of the door.
14. Additional comments other Members had received when attending, included:
  - Time waiting before called in by the doctor to the consultation (a working man paid hourly).
  - What aid for blind people being ‘called’ by the appointments board?
  - No TV screen in upstairs waiting room.
  - Misspelling of ‘Enviroment’ on TV and some grammatical errors.
15. Other points raised included:
  - a) Sarah reported some patients were probably confused whether they had done the survey already, because the surgery was carrying out a survey of one of the doctors at the same time. It was felt best if this could be avoided in future.
  - b) Bob wondered why the forms were not printed double sided.

**Any Other Business**

16. **Nurse appointment delays:** Two Members raised queries about the earliest appointments with the nurse recently being 4 and 5 weeks ahead.
17. **Care Data:**
  - a) The meeting expressed general dissatisfaction with what the NHS had done to inform and properly explain what was proposed and one view the practice could have done more.
  - b) A discussion took place about care.data:
    - the Practice has produced opt out forms which are available at reception, which also had reference to ‘hospital’ data, although it was unclear how this was being dealt with.
    - leaflets from the Health and Social Care Information Centre (HSCIC) about care.data and opting out have been produced, but did not have very wide circulation, although some Members had received nothing personally.
    - Explaining the difference between the proposed Care.data Programme and the Summary Care Record,
    - The range of data included in care.data;

- No clarity about existing hospital data; and
  - Alan G raised a concern about the consequences of opting out of the Care.data Programme (see - <http://www.patients4data.co.uk/campaign>).
- c) After the above discussions, a number of Committee Members had concerns about the confusion, lack of detailed and full information, miss-information from one external source and sharing of data without true anonymity, despite the potential benefit of sharing data for research.
- d) Despite the 6 month delay in implementation, it is suspected the proposal will go ahead, unchanged. The meeting decided to wait to see what further information was provided by the NHS/Department of Health.
18. **PPG Chairs:** Alan G reported on his and Ian's behalf:
- a) **Healthwatch, Lincolnshire** attended and presented:
    - It wishes to work with PPGs, but first will interact locally where there is no active PPG,
    - Its CEO is Sarah Fletcher and the local Community Support Worker is Oonagh Quinn,
    - Alan G outlined the role of Healthwatch, although there was uncertainty about the full scope of its roles (see - <http://www.healthwatchlincolnshire.co.uk/content/about>)
  - b) Bob said he had been in touch with Healthwatch.
  - c) DNAs were discussed and Lincolnshire County Council / Healthwatch will be doing a campaign. Alan G said he had raised the possibility with the PR rep who works with the CCG about setting up a campaign to underscore the benefits of arriving at GP appointments i.e. money and time not wasted and a positive boost for health.
  - d) Alan G said there should be consideration for the elderly who miss appointments and for babies/children whose parents may not bring them to their appointments. We need to know why.
19. Resource problems and their impact on service delivery by the practice was discussed. Particularly relevant points included the effects of:
- a) housing and population growth
  - b) reducing budgets
  - c) loss of contracted-out work
  - d) losing Dr Freeman
  - e) the high staff turnover of the practice, compared to another; reported by Maurice.
20. The meeting asked Alan G to raise the above matters with Ian asking him to report back to the next meeting how the practice plans to deal with these issues.
21. Alan G requested articles for the next Newsletter edition, which will be published in the next few weeks. It is anticipated that there will be contributions from the doctors.
22. **Committee Member:** Thomas Paul Douglas had approached Ian and asked if he could join the PPG Committee. He has recently moved into the area and was a PPG member at his previous practice. It was agreed he be invited to the next Committee Meeting to discuss his request.
23. **Awareness Day:** Following the Practice Meeting with the doctors on 16<sup>th</sup> January, the PPG awaited contact arrangements with Dr Tant to discuss ideas.

Ian

ALL

Ian

Ian

**Date and time of next meeting**

Friday 28<sup>th</sup> March 2014 at 1.30pm, Merton Lodge.