

## Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on Monday 4<sup>th</sup> April 2016 at 6pm in the Conference Room, Burton Latimer Medical Centre.

Present:	Canon R Knight (Chair) Mrs M Jerram Mrs J Follows Mr S Thomas Mr E Hammond	Ms H Corbett (Practice Manager) Mr I Cox Mrs J Read Mrs D Mawby Dr A Raja
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In attendance: Debbie Cox (Note-taker)

<b>1.</b>	<b>Apologies and welcomes</b> Apologies were received from FM  RK welcomed DC as new secretary and Emma Wilkinson and Julie Robinson, Nurse Practitioners who had come to give some insight into their role.	
<b>2.</b>	<b>Minutes of the last meeting</b>  The minutes of the meeting held on 8 <sup>th</sup> February 2016 had been previously circulated and were accepted as a correct record and signed by the Chair. The minutes would be posted onto the website and the Patient Participation Group Notice Board following the meeting.	Action: <ul style="list-style-type: none"> <li>• DC to advise IW to post on the website</li> <li>• DC to copy and put onto Patient Participation Group Notice Board</li> </ul>
<b>3.</b>	<b>Matters Arising</b> <ul style="list-style-type: none"> <li>• <u>Recruitment Poster</u> - JF had asked the family concerned re becoming PPG member and will follow this up</li> <li>• <u>GP replacement</u> – HC announced that Dr Andrew Herd will be starting as Partner GP on 3<sup>rd</sup> May 2016</li> <li>• <u>Building Work</u> – HC reported that this is now finished. The internal facilities (Curtains, desks, computers etc.) still need to be arranged.</li> <li>• Lloyds Pharmacy – RK reported that he had spoken to the new area manager who is willing to come to speak with the PPG.            RK agreed to write to the manager and ask him to attend the next PPG in June            ST stated that he feels the service has got worse with many members agreeing. He also feels that their service reflects badly on the surgery, being next door.            HC has also spoken with the area manager who stated that they have a new manager and would be employing more staff and working over a weekend to try to get things back on track.            RK agreed to write to the manager and ask him to attend the next PPG in June</li> </ul>	Action: <ul style="list-style-type: none"> <li>• JF to follow up ne PPG member</li> <li>• RK to send draft email of letter to DC for HC to approve and then send</li> </ul>

4.	<p><b>Nurse Practitioners</b></p> <p>Emma Wilkinson and Julie Robinson attended and gave an outline of the nature of their work in the practice. Mary Martin is the 3<sup>rd</sup> member of their team and she is currently working</p> <p>Key Points: (see Appendix A &amp; B)</p> <ul style="list-style-type: none"> <li>• Have extended skills with each NP having 16-30 years' experience</li> <li>• All are able to prescribe</li> <li>• See a very diverse caseload</li> <li>• EW is able to deal with depression</li> <li>• Always have the support of the duty GP</li> <li>• All experience OOH nurses</li> <li>• Do home visits</li> <li>• Only work in Finedon if no GP to cover</li> <li>• Unable to refer patients but will refer back to GP if necessary</li> </ul> <p>RK commented that he had been to a meeting regarding the future of mental health in Northamptonshire and some very worrying figures were shared. The service seems very overstretched.</p> <p>MJ commented about how she was surprised to encounter many 16-18 year olds suffering with anxiety and/or depression</p> <p>RK thanked EW and JR for sharing an insight into the nature of their work.</p>	
5.	<p><b>CQC</b></p> <ul style="list-style-type: none"> <li>• HC stated that there was a good and open discussion about this last time.</li> <li>• All action points have been addressed</li> <li>• The practice feels in a better position now and is ready for the next visit.</li> </ul>	
6.	<p><b>Southam Practice</b></p> <p>ST shared his visit with the Southam Practice with the meeting. The purpose of his visit was to see what we could do better</p> <p>Key Points: (see Appendix C)</p> <ul style="list-style-type: none"> <li>• Significantly smaller practice, very quiet at the time of visit</li> <li>• Poster in waiting room of photos and names of staff</li> <li>• Have a 75+ co-ordinator which is not funded by the practice but unsure how this is funded. Around 350 pts in this group including 100 in care homes</li> <li>• 75+ liaison group to listen to issues</li> <li>• No DNA posters as thought to be preaching to the converted</li> <li>• All patients who DNA receive a letter. There are 3 of varying degrees of sanction against the patient. GPs review to make sure appropriate and sign before sending</li> </ul> <p>HC stated that our DNA numbers are going down under the 'book on the day' system</p> <p>JF commented that it may mean many letters to start with but could have a good effect eventually</p> <p>HC agreed to take this idea to the Partners</p> <p>JF suggested adding the figures to the next newsletter</p> <ul style="list-style-type: none"> <li>• Use 'survey monkey' or similar to attract new PPG members</li> <li>• Have a dedicated day for volunteer drivers to bring less able patients to the surgery</li> </ul>	<p>Action:</p> <ul style="list-style-type: none"> <li>• HC to take '3 letters idea to practice meeting</li> </ul>

	<p>MJ asked how can all this be funded by them?</p> <p>ST said that it did not feel appropriate at the time to ask</p> <p>HC encouraged all PPG members to access the NHS choices website and add positive comments regarding our practice</p>	
7.	<p><b>Patient online access</b></p> <p>HC reported that patients are now able to request access and coded records (via their on line log-in). She encouraged all PPG members to access their records through the online booking system by way of a trial for the practice</p> <p>DC to print and send all PPG members copies of their login</p>	<p>Action:</p> <ul style="list-style-type: none"> <li>• DC to print and send all PPG members copies of their login</li> </ul>
8.	<p><b>Self-service booking system</b></p> <p>HC discussed with PPG members about providing support to patients in the waiting room to use the self-check-in system</p> <p>DM asked if this could be added to the next newsletter</p> <p>EH asked if the terminal could be moved</p> <p>HC felt that there was nowhere else it could go</p> <p>ST said he is happy to use this but knows of others who would rather wait in line</p> <p>DM asked if receptionist could be asked to encourage more use of this facility</p> <p><u>Patient Questionnaire</u></p> <p>MJ said that she was happy to draw up the next one and asked HC to provide some themed questions</p> <p>Agreed that this to be added to the next agenda</p>	<p>Action:</p> <ul style="list-style-type: none"> <li>• PPG to consider time in reception – questionnaire / self check-in</li> <li>• HC to talk to staff</li> <li>• DC to add Patient Questionnaire to agenda for next meeting</li> </ul>
9.	<p><b>Booking appointments</b></p> <p>MJ stated that she had tried to book an appointment under the 3 week notice system but was told to book on the day. When she mentioned she was part of the PPG an appointment was 'miraculously' found for her. She asked if the time period could be extended from 3 week for pre-bookable appointments</p> <p>AR stated that given any more than 3 weeks then patients are more likely to DNA</p> <p>DC explained that urgent on the day appointments are not emergency ones; they are separate</p>	
10.	<p><b>Newsletter</b></p> <p>JR said she felt that we had not had a newsletter for a long time and asked when the next one was due.</p> <p>HC will look into this as felt it had not been that long since one had been produced</p>	<p>Action:</p> <ul style="list-style-type: none"> <li>• HC to ask IW re newsletter</li> </ul>
11.	<p><b>Any other notified in advance business</b></p> <p>JF Resignation - RK expressed his thanks to JF for all her work on behalf of the PPG and on their behalf wished her and her family well in their new life in Wales</p>	
12.	<p><b>Date and Time of Next Meeting</b></p> <p>The next meeting will be held on Monday 13<sup>th</sup> June 2016 at 6pm in the Conference Room, Burton Latimer Medical Centre</p>	

There being no further business the meeting closed at 7.25pm

Signed \_\_\_\_\_ Chair      Date \_\_\_\_\_