

Patient Participation Group meeting– Budbrooke Medical Centre

16th May 2017

Attended:

Sarah Davies

Kristine Hewlett - Budbrooke Secretary

Philip Dix - Budbrooke PPG Chairman & SWPPG Budbrooke representative

Janet Davis – Budbrooke PPG Vice-Chair

Terrence Mander

Ken Hope

Ernest Petrie

Pauline Legg

Verity Al-Daftary

Patricia Carpenter

Caroline Ingall-Tombs

Sofie Ward

Apologies:

Chloe Davis

Gavin Clezy

Dr Henry White

Jennifer Creighton

Daisy Charlton

1. Welcome & Introductions: Phil welcomed everyone to today's meeting. Caroline Ingall-tombs was introduced. Caroline comes to the PPG with a wealth of knowledge having previously been a nurse.
2. Actions from last meeting;
 - PL & SB to arrange another meeting and update at the next meeting- PL asked for this to be carried forward to the next meeting. Carried forward.
 - PD to do a brief summary of the operational plan and forward to SAD – PD has tried to summarise but given the nature of the document it's not been possible. However, SWCCG have stated they are working on a summary version themselves and as such when this is available will be distributed to everyone. In the meantime, if anyone would like a full copy please contact SAD or KH at the surgery and they will send one to you via email.
3. Surgery updates
 - Phoning for advice: Agree changes to phone system
 - Poster and advertising material
 - Changes to phone system
 - Changes to closure at lunch 12.30-13.30

All changes to the phone system were received well by the PPG. A few amendments to the messages to be made by KH in the next few days then we can roll it out. We can review how its gone at a future meeting.

Closure between 12:30 and 13:30 does not include access to the building (reception desk or the dispensary). Its just the telephone lines (options for an emergency are outlined in the message).

PPG aired some concerns but SAD reassured them that if they do not want to tell the patient co-ordinator what the problem is this will be ok. They will not be forced to tell the patient co-ordinator why they are coming to see the GP.

The process is being introduced to assist with signposting to the correct clinician not to triage and stop people booking appointments.

With these changes we are hoping to be able to move all GP's to 15 min appointments which will really help patients.

3. Research. Iwatch – current trial. Not a lot to report. Last couple of trials have gone really well.
4. PPG Emails – No emails
5. PPG Survey – do we want to launch another one for this year?
 - Purpose
 - Content

PD has said to leave the survey a couple of months as we have just had the SWCCG survey. All agreed a similar survey with a couple more questions is the best option to see a true comparison. Re-visit this in July when we can agree approach.

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6. CQC Visit – Happened 25th April. Briefing from Sarah – SAD felt CQC went well. We had 4 minor issues but we have counteracted them all. One issue was miscoding of carers which we swiftly sorted and resubmitted.
 7. PPG Young Persons Engagement Plan – Sally Bell & Pauline Legg
 - Social Media – Twitter is posting every day. Still very low on followers. Please can we help push this?
 - Engaging with companies to look at diabetes workshops
 - Looking at separate clinic for young people. Still in the process. Hoping to action early 2017. Any update?
 - Pauline Legg & Sally Bell have met about the young person's engagement plans- Pauline and Sally are arranging a further meeting to discuss. Pauline has engaged with a young lady of 20 years old who is a law student. She is very interested in participating in the PPG. Action: Pauline Legg will make contact with the young lady and invite her to our next meeting.

PL and SB would like to build a file for the young person's engagement. We also had a suggestion of a connected young person's website of the back of our main Budbrooke medical centre website. Sofie Ward who was invited by PL stressed that mental health support needs to be made easier to access. Sofie also liked the idea of an extra clinic just for young people. Sofia will be actively involved in this (Young Persons Engagement Plan) stream of work.
 8. PPG Feedback
 9. Federation update – HW attended last meeting. SAD will get some minutes from him and report to the next meeting
 10. 3PG Meeting – Study on paed's phlebotomy. McGregor ward is very over stretched and waiting times are long for blood tests for children. The age range within surgeries needs widening so surgeries can take up some of the burden from the hospital. Here at Budbrooke we are happy to take patients ages 7 and above however they must be booked with the nurse not the Health care assistants.
- PD gave a brief update of the latest PPPG meeting covering: Prescription Waste, Appointment Systems at GPs, Strategy Update, Out of Hospital Services, 2 Year operating Plan and the STP (now called Systems Plan). However, the pack from the meeting has yet to be distributed, so no documents can be sent to people at this stage.

Next meeting: 11/07/17 at 12:30pm