

PPG MEETING

FRIARY HOUSE SURGERY

08.09.17 6.15 – 8pm

PRESENT

Dr Bertie TB
Alison Shelton AS
Gemma Cole GC
Sara Jordan SJ (chair)
Debbie Pritchard DP(sec)
Sarah Gillman SG
David Riddle DR

APOLOGIES

No apologies received.

1. Matters arising from previous minutes

Item 2 – Comments box from online ordering service was missing. AS sure this has been resolved. Item 3 – SJ had tweaked the service evaluation forms and distributed them to members. It was approved with two amendments. Add numbers 1-10 to reverse side and remove category 'access to electronic check in', as this has been discontinued in the wake of the recent NHS cyber attack. **SJ to action.** AS mentioned there would be 4 drop in flu clinics (7/14 October and 4/11 November, 8am-12) and invited PPG members to attend, with a view to meeting patients and distributing evaluation forms. **Any offers from members to attend to DP please.** Item 4 – GC has put PPG input into the newsletter. It was agreed that PPG activity should be featured. **SJ and DP** to write up and submit to GC at each event. The practices new website and logo is currently under construction. AS said it will be more interactive, patient friendly and be run by the administration staff. **DP to email** PPG minutes to GC so they can be displayed on the website, as well as write PPG section and add PPG group photo for website. **AS** to ask CP about staff photos. Pouches for these to be displayed have already been purchased. Item 5 – SJ brought in many examples of posters and newsletters from other PPG groups for members to look at. Once new logo for surgery is complete, **SJ** will devise a new and improved poster for our group and include a photo of a meeting in progress. Any other suggestions to SJ please. SJ reported on her experience of dropping into the surgery. We will discuss this more in depth at the next meeting when more members are in attendance and can feedback. Item 6 – The GP insight report from CQC was discussed. Members agreed the data used was out of date. AS then led into point 1 of the meeting about CQC.

MINUTES SIGNED OFF.

2. NEW CQC INSPECTIONS

AS reported that GP surgeries would now regularly submit requested data to CQC for monitoring (the GP insight report is part of this), in addition to being inspected. Inspections from November 2017 may well be unannounced and though the criteria remains unchanged, practices are likely to be visited 5yearly, unless failing.

3. GENERAL DATA PROTECTION REGULATION

AS said that GDPR was becoming more robust for both patient and staff information. Currently the practice is engaged in this process to ensure all criteria are met.

4. NEW GP

A new GP has been appointed to cover 7 sessions a week (3 ½ days).

5. NEW STAFF

AS reported that since our last meeting, 2 paramedic practitioners have started, Lee and Lindsay. She said they were proving to be an excellent resource, seeing patients at the surgery and doing home visits as well as specialist roles like joint injections and minor surgery. Patient feedback has been positive and the new website will be able to inform the patient population what they offer. Leaflets have already been produced illustrating this. DR commented that senior citizens may be unsure about seeing IP's, preferring to see a doctor. AS reassured that patients are triaged carefully and offered an appointment with the appropriate practitioner for them. If an IP wants to discuss a patients case, they can access a GP immediately. TB agreed that patients need an identifiable GP practice with all the health professionals under one roof and that elderly residents would particularly appreciate all the services being together and accessible. DP said that General practice is changing rapidly and a mix of health professionals in one surgery is now the norm. GC said that practices need to be flexible with the resources available. If patients want to see a particular practitioner, that will try to be accommodated (as clinically appropriate).

6. GENERAL SITUATION OF GP PRACTICES IN PLYMOUTH

TB said there were a total of 35 GP vacancies in the city, 25 f/t and 10 p/t.

AS has recently been to local crisis meetings to gather information. Friary House has the facilities and the space to take patients, so has not closed its list, though there is still one f/t GP vacancy to fill.

7. PPG WORK STREAMS

SJ felt that the impact of PPG work should be visible and members agreed. It was suggested that to raise our profile, producing dynamic and identifiable posters and website section were good places to start. Photos and work generated by returned evaluation sheets would also support this. DP asked for volunteers willing to take each task. **SG** will compile results from evaluations, **SJ** will devise the poster and **DP** will organise photos and write the website section. Ultimately, it was agreed that the PPG should produce their own newsletter and aim to be involved in PPG Awareness Week in June 2018.

8. AOB

SG suggested that if the patients comments box is emptied monthly and discussed at practice level and the same could be done with the Friends and Family surveys, then the results could be displayed on the new website for patients to view.

AS said that the old noticeboards had been removed from the waiting room and were to be replaced with an art gallery. It is planned that different local artists will display their work and patients will have the option to purchase it too, with a percentage of the profits going to benefit the services the practice can offer to patients.

AS asked PPG members if they could organise donations for the Christmas raffle and chose a charity. **All suggestions to DP please.** TB put forward Parkinsons disease. **DP** offered to contact the suggested stores once **AS/GC** produces a headed letter with the new practice logo on it for authorisation purposes.

AS said there would be a Macmillan coffee morning at the practice, where people can have their heads shaved for charity. This will be on Friday 29th September. She asked for PPG volunteers to assist with fund raising. Anyone wishing to attend, please let DP know via email.

9. NEW MEETING DATES

Thursdays were the best day for everyone, so the following dates were agreed by all in attendance.

All starting at 6.15pm.

November 30th 2017 (AS cannot attend, so GC will in her place)

February 8th 2018

May 3rd 2018

July 19th 2018

Any queries or apologies to DP please, this helps get meeting started on time.

If you no longer wish to be on the mailing list, please inform PPG sec.

Thankyou.