

HEREWARD GROUP PRACTICE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD AT THE PRACTICE ON TUESDAY 6 FEBRUARY 2018 AT 6.15 PM.

1. PRESENT

Mr B Sadler (Chair), Mrs K Dolby, Mrs J Payne, Mrs J Richardson, Mr R Casbault, Mr M Wright, Mrs M Wright, Dr I Wheatley (Partner), Mrs D Galloway (Practice Manager), Mr T Reacher, Mrs J Reacher, Mrs P Howes.

2. APOLOGIES

Mr R Rose.

3. MINUTES OF LAST MEETING

These were agreed as a true record and signed by the Chair.

4. PATIENT APPOINTMENTS/RECRUITMENT UPDATE

Mrs Galloway updated the Group on the Acute Illness Team which consists of two paramedics, an advanced nurse practitioner and a nurse practitioner. The Team was now up to strength and fully functioning dealing with appointments, visits and call backs. Whilst the team was in its infancy, it is fully expected that it will free up a considerable number of GP appointments. A communication campaign is being undertaken with an article in a forthcoming issue of "Discovering Bourne".

Mr Sadler raised the issue of the recent changes by the CCG (Clinical Commissioning Group) in relation to repeat medication. Dr Wheatley explained the rationale behind this change but confirmed that this would not impact on GP workload. All agreed that the change had been made rather hastily with inconvenience to patients. The view was also expressed that it would have been helpful for the change to have been discussed prior to implementation through the network of PPGs.

There was a general discussion on the Practice's approach to prescribing "over the counter medication" such as paracetamol and antihistamines. Dr Wheatley explained that GPs made their decision on individual patient circumstances. Evidence was available to show that the Practice prescribing of such medication was about average when compared to all practices within the CCG.

Mrs Galloway updated the Group on the recent two GP vacancies. A locum (Dr Flint) had been recruited but it had not been possible to recruit to the other vacancy. However, the effect has been temporarily minimized by one of the departing doctors undertaking locum sessions.

Mrs Galloway highlighted the continuing issue of "no shows". Letters continue to be sent to offenders and CCG was currently undertaking a campaign to address the issue. The Group shared the Practice's frustration with the problem. Mrs Howes raised the possibility of texted reminders. Mrs Galloway stated that this was previously done but the related system had failed and sufficient funds were not available to either repair or replace.

Whilst the Group was both supportive and appreciative of the efforts being made to reduce waiting times for appointments it was nevertheless noted that the earliest available routine appointments via the EMIS system were typically 3-4 weeks and sometimes 5 weeks to see a specific GP. It was felt that waits of this length in primary care were unacceptable in a 21st century health system.

5. PPG PATIENT SURVEY

The results of the Survey undertaken in late November 2017 had been previously circulated .Mr Sadler congratulated the Practice on the results particularly the high levels of satisfaction with the excellent care received and the improvements to the telephone system.

It was noted that despite heavy pressures on appointments, patients felt that the reception service had improved. The importance of a mature, trusted and sympathetic approach was felt by patients to be essential and the Practice would continue to improve the service through training.

Mr Sadler raised the issue of prioritizing patients who suffered from chronic or serious conditions .Mrs Galloway responded that this would be dealt with via call back.

6. DASHBOARD INDICATORS

Mrs Galloway circulated a number of indicators covering the period November to January.

7. CQC INSPECTION

Dr Wheatley commented that the inspection anticipated in the last two months of 2017 was still delayed and the Practice awaits further communication from the CQC.

8. GP ALLIANCE

Mr Sadler reported on a visit to the Galletly Practice to meet the Project Manager. Little appears to be happening which has any impact on the Practice.

9. GENERAL PRACTICE ISSUES AND FEEDBACK.

Mrs Galloway reported that Nick Boles, the local MP, will visit the Practice on 9 March. She also informed the Group that the Practice is working towards a Carer Awareness Award with accreditation awarded by Lincolnshire County Council. This will involve staff training.

10. MEETINGS ATTENDED.

The Chair who is also the Chair of the local PPG Cluster Group updated the meeting on the recent meetings he had attended. These included a Cluster Group meeting, a Patients Council organized by the CCG and a Quality Patient Experience Committee (QPEC).He reported that many other Practices were reporting similar problems to the Hereward.

11. ANY OTHER BUSINESS.

None.

12. DATE OF NEXT MEETING.

Tuesday 24 April 6.15 pm at the Practice.