

## **HEREWARD GROUP PRACTICE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD AT THE PRACTICE ON MONDAY 24 NOVEMBER AT 6.15 PM.**

### **1 .PRESENT**

Mr B Sadler (Chair), Mrs S Michael (Practice Manager), Dr T Ashley- Norman (GP and Practice Partner), Mr M Wright, Mrs M Wright, Mr R Rose, Mr T Reacher, Mrs J Reacher, Mrs J Payne ,Mrs K Dolby, Mr R Casboul (Secretary) .

### **2. APOLOGIES**

None

### **3. MINUTES OF LAST MEETING.**

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

### **4. MATTERS ARISING.**

Mrs Michael agreed to let the Secretary have details of a new student member .Mrs Reacher provided details of someone keen to join the Group. She agreed to provide contact details to the Secretary.

### **5 .ELECTION OF OFFICERS 2014/15.**

Mr Sadler reminded members that the positions of Chair,Vice Chair and Secretary are subject to an election on an annual basis. Whilst the present Secretary had only recently been appointed there was a need to reconsider the positions of Chair and Vice Chair. Mr Sadler and Mrs Reacher indicated that they were happy to continue in office for a further year. No other nominations for either position were received.

Mr Sadler and Mrs Reacher were ,therefore, confirmed as Chair and Vice Chair respectively for a further year.

### **6. GENERAL PRACTICE ISSUES.**

Mrs Michael felt that the current appointment position whilst tight was satisfactory with some same day and same week appointments available. This was despite a recent increase in the practice list by 200 patients. The Monday morning Open Access Clinics continued to be very popular. In general the Group were happy with the present position and noted the improved situation over the past few months.

There was a wide ranging discussion on the problems being experienced in obtaining prescriptions at local pharmacies particularly the Coop. Mrs Michael indicated that the Practice was aware of the difficulties being experienced and was actively looking at solutions.

By way of contrast the service provided by the Practice Pharmacy was felt to be first class and the Group congratulated the ladies who operated the service .Mr Rose also felt the arrangement between the Practice Pharmacy and Thurlby Post Office was a real benefit and worked exceptionally well.

Mrs Michael updated the Group on the current position of patients not attending booked appointments (DNAs). From 1 September to the meeting date (almost a quarter) 299 GP and 410 Nurse appointments have been lost through non attendance. Whilst GP non attendance had not increased significantly over the previous quarter, there was a 60% increase in patients missing Nurse appointments. At the extreme, one patient had not attended for a blood test on six separate occasions. After discussion, the Group supported the Practice in taking steps by contacting the worst offenders through a series of letters. Mrs Michael assured the Group that this would be undertaken sensitively with adequate safeguards in place to filter out those patients with mental health or other difficult issues. Whilst the Practice could ultimately exclude serial offenders from the Practice list, this would only be sanctioned as a last resort with the decision being taken collectively by all Doctors.

Re staffing changes, Mrs Michael reported that Dr Davina Padmore had joined the Practice on 1 October working three days each week. Dr Wheatley had now commenced working three quarter time. The Practice was also recruiting on a short term basis nursing, reception and admin staff.

Mrs Michael explained the recently published Care Quality Commission (CQC) reports on all GP Practices. The reports are based on 38 indicators and will be used by the CQC to prioritise "Ofsted style" visits to all GP Practices over the next few years. The Practice achieved the highest possible rating indicating the lowest level of risk to patients.

## **7. FEEDBACK ON MEETINGS ATTENDED.**

Mr Sadler reported that he had not attended any meetings since the previous PPG meeting in September.

He felt that an adequate forum for PPG Chairs had ceased to exist and their role had become confused within the broader remit of Heathwatch Lincolnshire. Dr Ashley-Norman agreed to raise this concern at the Clinical Commissioning Group's next Quality and Patient Experience (QPEC) Committee.

## **8. ANY OTHER BUSINESS.**

Mrs Michael provided a brief explanation of "the Friends and Family Test" to be introduced from 1 December. Patients would be invited to state whether they would recommend the Practice to friends and family and also identify a single issue which would have enhanced their experience. Comments to be provided either online or in writing and left at the Practice.

## **8 .NEXT MEETING.**

Monday 9 February at the Practice at 6.15pm.



