

Courtney House Surgery and Orford Lodge Surgery
PATIENT PARTICIPATION GROUP MEETING
06th August 2018

Present: Dr Cox (JPC), Partnership Project Manager, Jolene Weston (JCW), Patient Services Lead OL, Emma Church (EC), CH Administrator

Patient Attendees

PD	RM
MR	JW
HE	SR
MP	AN
PN	RJ
JWDC	GS

Apologies: BN, LST, SR, PJ, TT, DR, DR

Minutes: Jolene Weston (JCW)

Chair: John Cooper (JWDC)

WELCOME AND INTRODUCTIONS

John Cooper welcomed everyone and thanked them for attending.

Agenda Items

1. Minutes from last meeting.

- All agreed correct and no amendments to be made.

2. Actions From Last Meeting

- Defib Training – now advertised in surgeries and on websites. EC reported list is small at present, will wait till end of month then open up to non – patients if numbers still needed. On-going
- Comms Meeting – At present not arranged due to conflicting schedules, will review at next meeting. On-going
- OLS PPG invited – More now present, Thanks from JWDC for attending.
- Patient Satisfaction Survey for OLS – Now completed JCW has produced report and is awaiting comments from Partners for action plan. On-going for next meeting.
- Patient Voice – No representatives had volunteered, RJ queried dates and times and asked for details to be forwarded. JCW to action.
- Newsletter – Now combined and on website.

3. Merger Update

- JPC provided update on progress of merger. Denise was unwell and was on sick leave unexpectedly, date of return now set for next week with support from practices.
- Staffing for doctors over July / August has been challenging across both sites. The challenge however has brought the team across both sites together more cohesively.

- 2 new Advanced Nurse Practitioners (ANP's) Jane Morton and Linda Duffield, have now started with 1 at each site and will rotate across sites. We will continue to recruit for a new GP. Trainee Doctor, Dr Patel is now with us for one year and will do approx. 7 clinical sessions per week. There will also be further trainee GPs joining us on various placements, which will help increase the availability of appointments.
- Oct 2nd is the full merge date and this is progressing well and patients should not notice any change.
- JWDC queried if both sites would combine with the slightly differing hours with CH patients being able to be seen at OLS at differing times. JPC responded positively that some extended hours will be shared and this will have on-going reviews and open up more availability at different times.

4. Lyme Disease

- JW discussed the National Awareness campaigns running at present for Lyme disease and asked what the surgeries do to raise awareness with GP's / Nurses? JPC responded that all of the GPs attend regular Clinical Governance sessions where they cover topical issues; this would include discussing symptoms and diagnostics.
- JW asked if the surgeries would be taking part in any campaigns to raise awareness. JPC stated that he felt patients were now very aware. JWDC queried if this could be added to the screens and links added to website. JCW to action.
- JW asked if Locums attend the Clinical Governance sessions. JPC advised that they are welcome to though they rarely if ever do. JW then asked what % of GP Appointments are provided by Locums. JPC responded that in July / August it would be around 30% due to annual leave, but would normally only be approximately 10% at OLS and 15% CHS. JW asked if the locums are normally the same or varying people. JPC responded that Locums are generally long running so still continue to offer patients continuity. JPC added that the long term view would be to have more Partners and Salaried GP's rather than locums.
- AN informed group that she was diagnosed with Lyme disease in the past and would be happy to talk to trainee doctors about her experience if it would benefit them.

5. NHS APPS

- JW asked what are NHS APP's that have recently been advertised in the news? JCW responded that there has been a lot about the use of an APP designed for mobiles for logging into your online record in the press lately. JPC showed the TPP version on his phone which logs into SystemOne, which is the Clinical Patient System that both surgeries use. JCW explained that if you already have existing log in details for online you can use those, if not you can request access at reception with suitable ID. The system can be used for prescriptions, booking appointments and depending on access level checking test results. EC stated that at present "Detailed Coded" access is not given to all at CH. EC to discuss with Dave Roberts.

6. The Future of General Practice

- JWDC informed the group that there is a survey available from the Royal College of General Practitioners regarding the future of General Practice. The survey is open to all and the link is <https://rcgp-news.com/4LXX-BAXA-DD3D4X9128/cr.aspx?v=0> should you wish to enter your views.

7. CQC Report for East and North Herts Trust

- The latest report for East and North Herts Trust (published 17/07/18) is available online using this link: <https://www.cqc.org.uk/provider/RWH> There are some safety issues at sites raised. JWDC expressed concern that action plans for how these will be resolved are not available publicly. JPC informed group that if you went to the sites AGM they would most likely be discussed then.

8. Consent

- JCW explained that due to the changes in current Law (GDPR-General Data Protection Regulation) it is no longer appropriate to assume that everyone in the PPG consent to having their full name published in minutes. Forms will be attached to the minutes to gain consent that all members are happy to have their full name published in minutes, bearing in mind that minutes are available on a website and in the surgery waiting areas. If no one objects full names will be used in the attendance / apology list. If anyone objects only initials will be used throughout minutes.

9. Any other Business

- JCW explained in more detail that the survey was now closed but with only 61 responses submitted. With so few inputs it is unlikely that any cross correlation of response with gender or age are capable of statistically significant analysis. The report had gone to Partners to review that day and there would be an action plan drafted after that. JWDC asked to see the results and if the collated results and preliminary action plans could be brought to the next PPG meeting where they can be discussed further.

NEXT MEETING: MONDAY 8th October 6.30pm at Courtenay House Surgery