



Patient Participation Group (PPG)

Patients, Carers and Staff working together to develop and improve the practice

Meeting Minutes

DATE:	Tuesday 23rd May 2017
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Jones – Practice Manager
GUEST(S)	Interpreter for SG
PRESENT – Patients	12 patients invited to attend. 6 attended, extra guest DS Apologies sent by: JB,AC,JCH,LF,JH,JH,EP <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes take by:	Karen Jones

() letters shown in brackets relate to handout pack sheets

1. Welcome

This is our **23RD** Patient Participation Group meeting.

Thank you to group member SI who has volunteered to chair this meeting.

2. From last meeting

PPG meeting minutes dated 21.02.17 were approved by the group.

3. Agenda for this meeting

Clinicare and transfer of services

SI discussed only one item really for the agenda an update from KL on the decision to move non-clinical staff and duties to Clinicare

KL appraised PPG of the reason for the decision been made and the defunding the Practice is trying to manage. Been uncomfortable couple of weeks with the non-clinical team including Management TUPE across to the new organisation with the Partnership and Clinical team staying as they are with FMC.

Decision was made by a number of staff (8) not to make the trip to Pudsey and KJ/KL meeting with all staff to discuss their individual options

Partnership felt it was important to be in at the beginning of the new venture with a 'Go Live' date agreed of April, ideally with more project management input we should have waited till July.

SI – He had heard rumours that the move had taken place

KL stated it became quite clear within 1st week that the new organisation were not equipped to handle the volume of calls and they were just starting a recruitment drive.

KJ informed that a few of the admin services were brought back to a much depleted team as those staff members leaving were put on Garden leave by Clinicare. Partnership informed and some staff were recalled on a voluntary basis to support the recalling of some admin

The partnership had various meetings and the difficult decision was made to withdraw the agreement to TUPE staff as patient safety was paramount. However due to some staff already starting new roles due to redundancy we find our non-clinical team much depleted and we are in a worse position now recruitment is a priority as the rest of those staff taking redundancy finish end of June, leaving 5 receptionists. Due to the recruitment needs and agreement has been made that Clinicare will still manage the telephone calls for the Practice till the 05.06 as they have informed us that they are well on the way to increase their Call Handling team.

SP – Are you replacing all the hours as you will be back in the same place and you still need to balance the books?

KL – Yes for the reception team, however nature swings are being made with some other staff leaving and not been replaced but we are still looking at smarter ways of working

SG – Can't they restore funding 7 SI – Can't they encourage other local practices to engage in working together? KL – engagement at the moment likely to be around clinical working within locality i.e Care Homes, leg Clubs.

The Practice has been contacted by the LWCCG and with the support of the Comms team a new communication to patients will be distributed – once copy available will send with mins.

DS – wanted to note that both he and his wife were unhappy with how the calls were being handled – KL we are all working really hard to get things back on track, apologised and asked for patience and understanding whilst we go through this transition.

AR – Need to check legality of redundancy and SG stated couldn't Clinicare pay for the redundancies – KL still on good terms with Clinicare – no-one to blame

One good thing is that we have increased the number of patients using online access due to the delay in the calls being answered and when they return to Practice hopefully the calls won't be as busy.

KL apologies for any upset caused to the staff and patients as a result of this decision but we still have to get through the next few months before things start to settle down.

Staffing Update

- Dr Kay Jones returns from maternity leave in June (covering 4 sessions)
- Lucinda Pyrah ANP leaves at the end of June
- A number of reception staff and secretarial team due to leave end of June
- New Starter Kirsty Robb starts July as an ANP in training
- Dr Manzoor currently off work due to broken wrist

Review of waiting area displays and communication materials

KJ to discuss with Comms team at LWCCG & Dr Gogna to see if there is any material we could use for the TV screen. Look at information on what Minor Illness Nurses can do?
Details on Pharmacy 1st

5. Any other business

AR – Changes at the CCG merging 3 CCG into 1 and the changes mean too many people on the groups so he has made the decision after a number of years of engaging with them to step down and let others take the role forward – KL/KJ and PPG thanked AR for all his input and support

7. Date and Time of next meeting: 6pm – Tuesday 12th september 2017

Thank you to all PPG Group and Virtual Panel Members for their continued support