



Patient Participation Group (PPG)

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

Meeting Minutes

DATE:	Monday 5th March 2018
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Suzie Henstock – GP Partner Karen Jones – Practice Manager Charlotte Suddards – Medical Receptionist
GUEST(S)	Interpreter for SG
PRESENT – Patients	14 patients invited to attend and 9 attended JB,AC,SG,SP,JH,SI,AR,LF,JH Apologies sent by: JC,GC Non attendees: EP,DC,DS <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes take by:	Charlotte Suddards

() letters shown in brackets relate to handout pack sheets

1. Welcome

This is our **26th** Patient Participation Group meeting. Update on numbers we have 43 Virtual Members and 13 Group members.

2. From last meeting

PPG meeting minutes dated 05.12.17 were approved by the group.

Feedback from VRG from ST – recently attended HUB facility and wanted to suggest that we look at the types of chairs we have in our waiting room especially for those who may have hip replacements/elderly. The washable material, different heights would be a benefit for these types of patients – KJ to pass the suggestion on to the Partners.

3. Agenda for this meeting

Complaints Review 2017

KJ delivered a briefing on the number of complaints/incidents recorded in 2017. These are some of the highlights

1. The Practice reviews all incidents annual briefing both non-clinical and clinical staff members. All learning is shared within the team with changes implement and if needed courses cooked to improve skills
2. The information is collated from web sites, internal recordings, Significant Event meetings, forms completed and letters received in
3. 151 incidents were recorded in 2017 with 78 in 2016 – increase caused mainly due to the changes made to relocate all non-clinical staff and services to Clinicare
4. Clinicare issues related to insufficient staffing to answer calls, unable to get through, scripts not been processed within 48 hrs as a result of the trips needed to Pudsey
5. 10 issues recorded with regards to GP/Nurse consultation skills
6. Out of the 151 – 22 were recorded via NHS choices site with Clinicare featuring heavily again – others about not been able to pre-book appts
7. 28 Incidents recorded on patient behaviour – 2 patients were removed for unacceptable behaviour – others had warning letters. These were around, aggressive behaviour, abusive language, unreasonable requests – for example wanting an apt at 19:30 with a female as wife worked – knowing we were closed and refusing HUB. Another threatening to bring a solicitor into Practice as she had run out of medication and although offered call back.
8. NHS Choice rating still only at 2.5 stars – still trying to encourage patient to post positive comments on line

LF wanted to know if we collate complaints data. KJ responded advising what had been discussed was a very brief overview and a full staff meeting does break down any trends / themes for clinical and non-clinical teams. SH also advised complaints are address regularly and all of the clinical team work through these to see if anything could be improved.

SI asked what support is place for staff who are faced with abuse either over the telephone or face to face. KJ advised all staff involved would complete an incident report form, share with the team and where relevant warning messages are added to the patient's records. CS also commented that there is an open door policy with KJ and support is always on offer is needed.

JH – Do you receive any compliments? KJ advised we do have the compliments board for all staff. We do encourage patients to fill in positive feedback and always ensure this is shared.

SG – Is there any staff training in place for patients with personality disorders / mental health issues. KJ advised all staff complete eLearning modules however there is no specific training for those patients.SG suggested maybe adding an alert to their records, it could help prevent any situations arising is staff were aware.

JH suggested having a compliments book in the reception area to be completed by patients. KJ advised we do have the friends and family text message service which is sent to patients after their appointment. The forms are also available on reception or a GP can hand these out also.

WHGP/FMC update

The Practice is still looking to move forward in the planned merger with a date for April 2019. We have regular meetings at different levels to move forward in some collaborative working areas. We have introduced a new system for staff to book holidays on line, busy looking at all the different skill sets of the teams. No out loud decision made as yet but we are going ahead with making the plans

The CCG are involved and facilitating some of the meetings, providing guidance and timelines. Next stages to involve the Comms team to help with letters, facilitate meetings, informing local MP etc. If I hear of anything before our next planned meeting I will let you know

SH updated the group regarding the recent accounts meeting that took place between WHGP and FMC. This highlighted no obvious obstacles, the next step is to look into collaborative working and the care home procedure between the two practises.

KJ advised the date for the merger is still looking to be April 2019, there would be still two separate contracts but the two practises would share resources.

SG asked if patients will have a choice which practise they want to attend when the merger goes ahead. KJ responded that a plan would be to offer you a surgery nearer to where you live however there could also be a drop in service available at a particular practise as this is a huge opportunity to develop services within Morley

LF asked if the idea to only to collaborate work or a full merger. SH advised they will be keeping two separate contracts for each practise however it will be a full merger. SI commented that this time's slow progress / planning will help to not alter patient experience.

AR questioned if we would get the funding back from WHGP. KJ explained we never gave any funding to WHGP it was given to each surgery from extended hours however when the locality hub was formed it was taken from each practise and out towards the hub service. The locality hub is only based at WHGP is it not run by them, all staff that work there are on separate contracts.

JH queried any progress on the Leg Club. KJ advised it is a work in progress with the locality however some practises didn't want to go ahead, however with the merger with WHGP it is possible to set up alone for the locality of Morley.

SI spoke about WHGP being a training practise for Doctors, is this something FMC could look at doing? KJ advised SG is currently looking into this along with MP who also has an interest in training.

Staff Update

- Thankfully no major changes to report which is fabulous and we are now trying to build some stability into the team.
- HL our ANP will start ML in May and expects to be away for one year – not great timing but we have fingers crossed that everything continues to go well with her pregnancy
- Dr Hurwitz is planning to retire still at the end of August and KJ is persuading him to pull together a poster/newsletter to inform patients

KJ spoke about the recent winter pressures and this year hopefully there will be collaborative working in place with WHGP to help avoid this.

AC mentioned that the list of GPs was very small compared to the nurses on the display board in reception. KJ advised the Advance Nurse Practitioners do consult as a doctor therefore although they are on the nurse column they do consult as doctors. SI asked if it was possible to either have another column for the ANP's or move them to the doctor's side to show this.

AC said her understanding was that an ANP wasn't as good as a GP. SH advised they are highly trained, can refer / prescribe and most also specialise in specific chronic diseases / dermatology.

LF advised that when booking appointments online you cannot book ANP's. KJ advised we are changed systems to IPlato which is currently been developed to put variations of all appointments on.

SI queried whether the system could be set up whereby the patient selects the appointment required to the view the available clinicians. KJ responded that the system isn't that advanced unfortunately.

PPG suggestion

KJ has spoken to Partners about the suggestion made to number the GP rooms – we are just waiting for the quotes to come in and will make the changes asap. Thank you to the members who suggested this improvement.

KJ also advised once we change systems to IPlato the automated check in machine message will appear back on the screen to show whether the patient needs to be upstairs / downstairs.

As a practise we will be changing to System one from EMIS Web this is widely used in the community.

LWCCG training calendar

KJ has been asked by CCG to share information on the 1st annual Leeds Citywide PPG event which took place Oct 17. Copies are available if members would like one and there are planned training events for the 1st half of 2018 if anyone is interested in attending

5. Any other business

LF queried with the clinicare takeover would there be any compensation available as a company due to the problems caused, KJ responded advising that it was a partnership as opposed to a takeover therefore it wasn't something that can be done.

6. Matters Arising

SP queried the previous minutes referring to a PPG Newsletter. This is something he is happy to put together and create going forward.

Next meeting planned for Monday 4th June 2018