

## **Patient Participation Group – Wednesday 14<sup>th</sup> January 2015 Minutes**

### **Present**

Patients: Mr & Mrs Addy, Mrs H Durn, Mrs S Netcott, Mrs S Hodges, Mr A Akbar, Mr S Baghirathan, Mrs A Neate, Mrs S Packer, Mr R Hussey

Staff: Dr J Parrott (GP), Mrs A Toumi (Practice Manager), Ms D Newcombe (Practice Nurse), Ms H Stewart (PA to the Practice Manager)

Apologies: Mr & Mrs Hinsley

### **Items discussed**

#### **1. Agenda items raised by PPG members:**

- **No items at this meeting**

#### **2. Agenda items raised by the practice:**

- **Nurse Practitioner** – Diane gave an overview of our Nurse Practitioner clinics. They were started in August 2012, with the aim of reducing pressure on GP appointments. They cover what are usually termed 'minor illnesses', but we do not use that term as we appreciate that such conditions do not feel minor to those who are suffering from them. If the nurses can see the more common and straight forward conditions, then the GPs will have more time to help patients with more complex needs. The appointments are all released at 8.30am on the day, and we run clinics every day of the week.

There are a wide range of conditions that can be seen by the nurse practitioners, who can prescribe and also offer advice about how to deal with the same condition in the future. They can always consult with a GP if necessary about any patient they see.

Receptionists play a key role in signposting to the nurse practitioner clinic, which they will only do if they are sure the patient's problem can be dealt with in that way.

We try to increase provision at certain busy periods during the year and we have doubled the available nurse practitioner time over the last couple of years, but we cannot currently increase the number of regular nurse practitioner hours as the team is at full capacity and a balance must be struck with the other nursing appointments that must be provided.

Ms Baghirathan queried whether or not this service increased the number of people calling first thing in the morning for appointments. Diane commented that most people would be ringing up anyway for a GP appointment, but some of them can now be signposted to the nurse practitioner clinic instead.

- **Update on Action Plan** – Hannah gave an update on the action plan that was agreed with the PPG in September, based on patient feedback received last year.

We agreed to survey patients on the difficulties they experienced when booking appointments and using our phone system – this was done at the end of November. The main issues highlighted were:

- Difficulty getting an appointment, both same day and in advance, most commonly with a GP.
- Difficulty booking with a specific GP.
- Difficulty in getting through on the phone, particularly in the mornings.
- Finding that all the appointments had been taken once they had got through to reception.
- The phone going silent/getting cut off whilst waiting in the queue.

Hannah spoke with the company that maintains our phone system about the problem of silence on the line, and they do not feel that this is a problem that should keep occurring. It is a known issue that has been raised with the makers of the phone system, but if it should recur again soon the maintenance company will be contacting the system suppliers to investigate the issue further.

The results of this survey will feed into a larger piece of work that is being conducted around possible improvements that we could make to our appointments system. This is not something that can be achieved quickly, as we need to ensure we make practical changes that will adequately address the main issues. We also have to consider the rebuild, as well as the election – after this, depending on who is in power, we will have new demands placed on us and we have to ensure that whatever changes we put in place will be able to meet these demands. Another action was to carry out an assessment of the usage of routine GP appointments. GPs will consider each appointment they have to decide whether or not the patient could have been dealt with appropriately in another way (e.g. nurse practitioner, telephone consultation etc). This will help to identify whether or not there are under-used/lesser-known services that we should be promoting more heavily in order to free up GP appointments. This work will be carried out over the next 2 weeks.

We also agreed to put in place a system for reporting phone faults – this is something we are hoping to work on in the next month or so.

**Other PPG requirements** – Another requirement of us as a practice with a PPG is to submit an annual report on our work with the PPG, and to involve the PPG in the completion and sign off of this report. We would be very grateful if any PPG members would help us with this work. Hannah will complete a draft version of the report at the beginning of March, and circulate it to any PPG members who have expressed an interest in contributing. Once all responses have been received, they will be collated and one of the PPG contributors will be asked to sign off on the final report on behalf of the PPG. This should not represent a great deal of work. There is certainly no obligation to be involved, but it would be a great help to the practice. Thank you very much to the members who volunteered during the meeting.

- **Rebuild** – Mrs Durn commented that the builders had sent out the most recent newsletter on Saturday. Angela explained that the building contractors were providing the local residents with regular updates about the progress of the build and what to expect next. Mr Addy suggested that this newsletter could be added to the practice website for the information of all patients – Angela and Hannah will look into this.

Mr Akbar queried what the parking situation would be for patients. Angela confirmed that by the end of the year the current health centre would be demolished to create parking, and Dr Parrott added that we will actually have more parking than we did originally!

Currently floors are being installed, and apparently this part of the build will be quite noisy. After this waterproof walls will be put in place, then the inside will be completed, and finally bricks will be added to the outside.

The building should be completed by the end of August, and we will have to move in over the weekend as we are not allowed to operate from two different sites and we cannot close at all to facilitate the move. We are hoping to have an open day once the building is completed.

Angela is currently meeting with lots of different people to get arrangements in place for the new building – telephone providers, furniture suppliers, branding companies, IT support, the building contractor.

There will be a pharmacy on site, and we have some spare rooms in the building for outside providers to use, but we do not yet have agreements from many such providers. Due to the uncertain political climate many providers do not feel able to make long-term commitments, and this has limited the amount of rooms that could be built in to the new building – if we cannot guarantee that we will be paid rent for the rooms then the bank are not willing to loan more money to build them. Information was put out to local dentists, but no-one responded to register their interest.

The building has been planned to allow for practice expansion. Mr Akbar mentioned that there are translators available at Charlotte Keel – Angela said that we would love to have some here, but that it was not our decision to make. We do have some translators here during the week, and clinicians can use a telephone service called ‘Language Line’ for translation during a consultation.

There has been discussion with the council about sorting out the pavement which has been damaged by tree roots by the old gateway.

Ms Baghirathan suggested that once we had settled into the new building the PPG could be involved in a discussion about working towards accessing funds in the same way as Wellspring have done in order to bring community programmes and resources to the centre. This was felt to be a very positive idea.

### 3. Any other business:

- **Study** – Bristol university have contacted us about a study that they are keen for PPG members to be involved in. It would involve attending a meeting with a researcher at the university, completing a questionnaire and discussing your thoughts on the questionnaire. You would be reimbursed £20 to cover your costs. Further information on the study and how to become involved will be sent out with the minutes.
- **CQC inspection** – Angela thanked all the PPG members who had attended the practice to speak to the CQC inspector during our inspection on 3<sup>rd</sup> December.  
It was an intensive day with 4 inspectors on site between 8.30am and 6pm, but it was a much more positive experience than that of the previous year.  
We had 2 weeks' notice this year, and had to provide a lot of information to them prior to the inspection date.  
The initial feedback was mostly positive, but we do not yet have a final report – we were told this would take around 2 months. This will give us ratings of either 'Outstanding', 'Good', 'Requires improvement', or 'Inadequate' in lots of different areas, as well as an overall rating. Once this has been published we will publicise our rating and provide a link to the report on our website.
- **BP machine** – Angela asked Mr & Mrs Addy if we could apply to the charity they have previously mentioned in order to get a blood pressure monitor for the waiting area. This would mean that patients could measure their blood pressure themselves and inform us of the results so that we could update their records. Mr & Mrs Addy agreed that we could contact them to get the necessary details to apply.
- **Inside Out** – Mrs Durn mentioned that on Monday 19<sup>th</sup> January at 7.30pm on BBC1 the programme Inside Out will air and it contains details of the history of the East Park Estate and old workhouse that used to exist here.

**Thank you very much to everyone who attended!**