

## **Patient Participation Group – Tuesday 20th September 2016 Minutes**

### **Present**

Patients: Mr & Mrs Addy, Mrs H Durn, Ms N Evans, Mrs S Netcott, Mr A Akbar, Mr R Hussey

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

Apologies: Mr & Mrs Rogers, Ms S Baghirathan, Mrs S Hodges

### **Items discussed**

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

- **Litter bin on Health Centre entranceway** – Mrs Durn made this suggestion, as she has had several people mention this to her as something they would like. Mrs Toumi reported that she had discussed this with the Practice Manager of Maytrees Practice, and they both had concerns that such a bin may be used for inappropriate waste, such as syringes. She reported that the grounds are checked every morning by our cleaning staff to ensure that any litter is collected, and there are bins inside the Health Centre for use by patients. The situation will be monitored to see if this proves to be adequate provision, and if not further consideration will be given to the best way to address any issues identified.
- **Broken bricks on the pedestrian entrance to the Health Centre** – several PPG members commented that they had seen some broken brickwork along the sides of the path up to the Health Centre. Mrs Toumi and Dr Parrott confirmed that this had been reported and would be repaired shortly.

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

- **Appointments system update** – Mrs Toumi reported that the practice feels the switch to the new appointment system has been a success. We now receive fewer calls in the mornings, as patients are more able to access appointments at other times. The system of GP triage for same day appointment requests is working well – PPG members commented that it both allows them to deal with issues over the phone without needing to come to the practice and see a GP face-to-face, and also means that a GP can advise that they need an appointment when the patient themselves may not have felt this was necessary. It is also much easier for patients to book appointments in advance now. Therefore, overall patients are able to access our services more effectively than before.  
Mrs Toumi also reported that the practice will be moving forward with implementing an earlier opening time and earlier appointments, as discussed at the previous meeting. We have conducted a survey and over 90% of respondents felt that this was a positive change. It will mean that from 3<sup>rd</sup> October both our phonelines and the Health Centre front doors will be opening from 8am, and appointments will be available from 8.30am. We hope this will improve access to appointments by patients, in particular parents and working patients.

The change will mean that our latest appointments will now be taking place slightly earlier than previously.

There was also discussion of the new approach we are taking in asking all patients the reason for their call before booking an appointment. Dr Parrott explained the benefits of this – it allows GPs to review all the relevant information from the patient record prior to starting the consultation, which makes for a more effective and efficient consultation. It also helps GPs that have not seen the patient before to become familiar with their case before seeing them. In addition, it helps ensure that reception can arrange for the patient to see the most appropriate person.

There was discussion of how frequently patients request to see a specific GP but are unable to do so. Mrs Toumi acknowledged that this can happen. However, whenever it is possible for us to fulfil a patient's request to see a specific GP then we will do so. If it is not possible, Dr Parrott assured the PPG that any GP they see will have full access to their record and should therefore be able to help them just as effectively as a GP they have seen before.

- **One year anniversary** – Mrs Toumi reported that 21<sup>st</sup> September would be the anniversary of the practice starting to operate from the new building! The year has gone very quickly and there have been plenty of teething problems to deal with along the way, but the practice is very happy with the way the building has turned out and feels it is a great benefit to the area. Mrs Toumi commented that we are very grateful to the local residents for their tolerance during the building of the Health Centre and their very positive response to its presence. Mrs Durn mentioned a few related issues. She commented that the school may wish to get their children to gather in the car park in the mornings before walking up to the school – Mrs Toumi said that we are not aware of this, and that we would have safety concerns about such a plan, but would wait to hear from the school if this is something they want to implement. Also, Mrs Durn mentioned an art work at the school of 100 Fishponds Road – Mrs Toumi said she would have a look at it. She also raised the plaque which has been designed to be displayed on the Health Centre premises to commemorate the workhouse that used to stand on these grounds. She said it was almost finished, and Mrs Toumi said that the organisers could contact her or the other Practice Manager any time to discuss getting it installed.

The gardening was mentioned, with Mr Akbar suggesting that the poor conditions of the landscaped areas let down the otherwise high quality of the building and grounds. Mrs Toumi agreed that the landscaping is not to the standard we were expecting – this has been reported to the relevant parties and is something that will be addressed.

Mrs Netcott queried what was happening with the pharmacy. Mrs Toumi reported that the pharmacy application had to be re-submitted, which took around 10 months. There is now a period during which people can object, and then there will be further financial negotiations with the owners of the pharmacy that will be coming in. It was queried whether or not a pharmacy was needed here. Mrs Toumi explained that the pharmacy that would come in was not a new one, but a local

pharmacy re-locating. She also clarified that the business case of the Health Centre as a whole included the provision of a pharmacy, and if this does not take place then it will affect the valuation of the building, tax owed etc. It was acknowledged that the official opening cannot take place until the pharmacy is operational, but Dr Parrott confirmed that he would come back for it!

- **Dr Parrott's retirement** – Dr Parrott gave an overview of his time in the practice. He has been in Bristol for 31 years, and joined the practice when the previous Health Centre was only 6 years old. At that point there was a branch surgery in Cotham with around 2,000 patients, and this surgery had around 4,500 patients. This has now grown to 9,500 patients! He was working with Dr Duff originally, who was known to some of the PPG members. Dr Parrott reported that he is well and now has lots of grandchildren!

Dr Parrott explained that he felt there had been a great deal of change over the course of his career, and felt that now was the right time for him to retire. He remembers being able to go home in the afternoon for lunch and to spend time with his children before returning to do a later surgery. Now he is often in the practice from 8am to 8pm. There is a greater amount of more complex clinical work that must be dealt with now, which used to be seen in hospital – this is good for patients and interesting for GPs, but it is also very intense. He has enjoyed it very much, and is very happy to leave the practice in a good state with a brand new building and a good team in place.

His last day will be 2<sup>nd</sup> November. Mrs Toumi commented that obviously the practice will miss Dr Parrott greatly, and it will be a big change for everyone once he leaves. There are cards for patients to write a farewell message to Dr Parrott, which can be collected from and returned to reception. There will also be an open morning for patients to come and say goodbye – details of this will be publicised soon.

This is Dr Parrott's last PPG. There will be a new GP at the next one. It may be Dr Kim, who is the practice's new GP partner. He is from South Korea, but moved to Bristol at around the age of 8 and has lived here ever since. He currently lives locally and is very engaged with the local community.

### 3. Any other business

- **Water coolers** – Mr and Mrs Addy reported that they have seen people coming in to drink water from the machines and use the toilet and then leave. They also commented that they have seen children pour cups of water and then put them straight in the bin. Mrs Netcott reported that she had seen something similar. Mrs Toumi said that she was considering getting conical cups so that they could not be put down and left, but acknowledged that this would not resolve the issues being described. It was suggested that perhaps a cup dispenser that was higher up and therefore harder for children to reach would be a good idea.
- **Sharps boxes** – Mr and Mrs Addy also queried whether or not we could continue to take used sharps from them. Unfortunately we cannot as there is a risk to staff when boxes are overfull or inadequately

sealed. Pharmacies will not take them either. Mrs Toumi advised that unfortunately the only option was to contact the Council to arrange for them to collect the sharps.

- **Clock in waiting room** – it was raised that there is no clock in the waiting area. Mrs Toumi and Ms Stewart acknowledged that there used to be a clock but it stopped functioning – unfortunately when it was removed it was not replaced. We will look into resolving this.
- **Health Change Makers** – Ms Baghirathan has provided some information on a new initiative looking for volunteers to represent the communities of the city to help influence and shape hospital and community services. Further information is included with the minutes.

**Thank you to all who attended!**