

## Patient Participation Meeting

15<sup>th</sup> November 2018

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, IP, GN, WPr, JB, SP

Virtual Member:SSB

Apologies: SOF, KG, LN all GP's

Discussion	Action
<b>Matters Arising</b>	
Brexit concerns PPG members asked if I had any information on potential drug shortages following Brexit. LB reported we had not had any communications on this.	
Dementia Alliance actions Ryan hasn't come back to Wayne about a date to come and train the PPG.	WP to chase this up with Ryan.
<b>Today's Discussion</b>	
<p>Compliments and complaints</p> <p>Complaints</p> <p>A complaint about not being able to get appt's at 1pm (during someone's lunch hour). LB explained that home visits were undertaken at this time and morning emergencies finished by 1pm. Offered patient appt at hub after work or on weekends.</p> <p>Compliment for Bronwen-Bronwen had received a lovely compliment which LB read out to the group.</p> <p>Complaint regarding sending correspondence to the address on record, which was not up to date-the patient had not informed us of a change of address. This continued into a discussion on how we manage difficult patients and the approach this surgery takes, which is not to remove patients from our list because they are difficult, but to try to work with them.</p>	LB to review our policy on dealing with aggressive patients and look at whether we implement what the policy says.
<p>Recruitment update and New starters</p> <p>Our reception Mariam is going on maternity leave. She will be missed very much.</p> <p>Dr Bronwen Moss has started and is settling well, patients and staff really like her.</p> <p>New receptionist Iwona is starting, she has previous experience at another surgery so should be able to hit the ground running as it were.</p> <p>We have another receptionist waiting for checks to clear and then she will be starting.</p> <p>We have a temporary addition to the management team (to support Lynsey in the short term). Natalie started at the beginning of October.</p>	
<p>Flu vaccines and Flu clinics</p> <p>Flu supply issues</p> <p>LB discussed the issues with the Flu vaccines deliveries. NHS England contracted one supplier to provide the vaccines for the country and unfortunately they were unable to meet the supply deadlines meaning all surgeries have been left in very difficult circumstances without vaccines for some weeks.</p> <p>WP and LB thanked all the PPG members who provided assistance on the</p>	

<p>flu clinic day-it was a resounding success (until we ran out of vaccines of course!). The PPG are so important in the smooth running of our busiest day of the year, so thank you for your time, for spending hours on your feet, smiling and giving our queue directions, questionnaires and leaflets!</p> <p>We decided to hand out the patient surveys at the Flu clinic which was an excellent idea. We handed out well over a hundred on the day.</p> <p>The way the nurses had set up the HCA to undertake basic health checks Blood Pressure checks etc also worked well.</p> <p>WP discussed how they managing people who couldn't manage to queue- this also worked well.</p> <p>Booked clinics rather than drop in will be how we are proceeding with the flu clinics for the foreseeable future until we have enough supplies in to be able to do drop in every day.</p>	
<p>Pharmacy feedback SP asked at last meeting about what to do with excess medications, WP enquired with our Pharmacist PPG Member on information on this. Due to the way funding streams work, there is no benefit for pharmacies in taking back medications that are not required.</p> <p>Andrew McCoig-Pharmacy Lead that WP was encouraged to contact.</p> <p>LB to look for the pharmacy needs assessment to bring to the next meeting or email out.</p> <p>The minor Ailment scheme is finishing in the borough completely from the end of March, not ideal when we are being contracted to sign post to pharmacies-this means more people will be signposted back to the GP with minor ailments.</p>	<p>LB to ask Emma to find out about the pharmacy issues of people still getting things-AM</p> <p>Can we get someone here to speak about pharmacy issues and ask Emma to be here at next meeting?</p> <p>LB to find and email out.</p>
<p>Annual Survey results LB discussed the results from the recent patient survey.</p>	<p>WP/Natalie to laminate and display results sheet in reception.</p>
<p>CQC newsletter Wayne gets this newsletter and wonder if we want it shared and people said Not at this time. WP will feed in anything of note from the newsletters</p>	
<p>AOB Complaint raised about the number of Partners that go on holiday at the same time, members feel this really restricts patient choice, makes it very difficult for patients to get an appointment with Dr's they know during key times of the year.</p> <p>A few members highlighted that the front doors are not always being opened on time, sometimes as late as 8.04am and once 8.07am. When this has happened, online patients are getting the appointments and people who have been queueing outside have not been able to get appointments. Suggestion put forward that could the first few appt's for each Dr be taken off line. LB thought this was a really good suggestion</p> <p>Posters and website issues-WP highlighted there was out of date information on the website and in the waiting room.</p>	<p>LB to feed this back to the Partners.</p> <p>LB to speak to reception manager who is in every morning about opening the doors at 8am, no later.</p> <p>LB to ask Natalie to contact Wayne and arrange meeting to discuss.</p>
<p>Next meeting: Tuesday 12<sup>th</sup> February 2019 6.30pm</p>	