

# PATIENT PARTICIPATION GROUP

TUESDAY 3 MAY 2016 FROM 1830

## Notes from the Meeting

1. In the absence of the current Chair, Tim Barzycki, Don suggested that he lead the meeting through to the AGM, at which time a new Chair was to be elected and that individual could take over from that point. This was agreed.

### In Attendance:

Clive Green  
Paula Tippler  
Tony Titcombe  
Linda Walters  
Rita Mitchell  
Margaret Hand  
John Marriott  
Don McGeorge

Practice Manager/Secretary/Acting Chair

### Apologies:

Dr Corlett  
Tim Barzycki  
Carol Bevis

2. Don opened the meeting with a sheepish apology as he had inadvertently issued the agenda for today's meeting (Tuesday 3 May) indicating it was to be held on Tuesday 2 May.
3. Notes of the meeting held on 1 March 2016 and matters arising:
  - a. **Stroke Association:** Secretary failed to make contact and organise a presentation for this meeting, and it was agreed that this be held over for a future meeting.
  - b. **Healthwatch Feedback:** There had been no further feedback from Healthwatch over the period. Clive mentioned that feedback was now dealt with online through the Healthwatch website, but it was explained that this was not the feedback at question, as this was specifically relayed to each practice from Healthwatch when they felt that the practice should be aware and may be able to offer input to the individual issue.
  - c. **Chimes in the Waiting Rooms:** These have been addressed, and had been witnessed by several in attendance!

#### **4. Doctor First.**

Don gave an update on progress towards this potentially significant change in the way in which patients are able to access services at the practice. He explained that a “Demand” study had been taking place at the practice for the past 4 weeks, and this information would shortly be passed on to the external consultants who are overseeing the project. This work would then help to inform the practice of a way ahead that would aim to open access and reduce waiting times for all. He stressed however that this is early days, and the results of the analysis are not yet known so the potential solution may be entirely different to expectation. However, at this stage, all options were open and Don would report back once the position cleared further.

#### **5. Telephone System:**

It was explained that problems with telephone access, which any change to the appointments system will rely on, is a significant concern to the practice and is an often voiced issue with patients who struggle, at times, to get through. The current contract comes to an end in August, and a new system will be brought in at that time, which will – subject to any overriding cost issues – have a more user friendly interface. However, Don stressed that the problem with phones is not a lack of staff or their inefficiency; it is simply a lack of appointments available to our 17000 patients. A call that should, in an ideal world, last no more than a few seconds, rarely takes less than a minute – and often longer - while the various needs of the patient and availability of suitable appointments is discussed, which in turn simply creates a log jam of the system as other patients try to access it. At peak periods it was inevitable that this may be a frustrating experience for all concerned.

#### **6. CQC Inspection – Draft report**

Don explained that the draft CQC report had now been received and although it made comment over the massive improvements to have been made since the original inspection in February 2015, the overarching assessment would remain as “Requires Improvement”, pending a further assessment in 6 months’ time. Don explained the areas that remained in need of refinement – and stressed that it was refinement not overhaul – and although disappointed, was confident that the standard would be met fully at the next inspection.

(Although the discussions were more in depth and detailed, the report and its findings is not yet in the public domain and this note is therefore sanitised until such time as the report is formally published.)

#### **7. Any Other Business:**

- a. Dementia Patients:** Paula asked whether it was possible for the GPs, when discussing medications and prescribing to dementia patients, to write down exactly what they are prescribing and why and to give it to the patient during

the consultation. She feels, from her own experience, that many cannot remember the rationale for various medications and this would help to simplify the process for them. Don agreed that this would be looked in to and taken forward.

- 8. Date of the Next Meeting was agreed as Tuesday 5 July 2016. There being no further business, the meeting closed at 1910.**