

PATIENT PARTICIPATION GROUP MINUTES**Thursday, 21 April @ 11:00****Venue: Orchard Street Health Centre**

Attendees: Collette Fisher, Practice Manager

Plus 4 patient participation Group members

Apologies: from 3 members

No.	Item	Added by	Details	Action
1	Welcome		Thank you for coming and for your continued support.	
2	Turning Point (Drugs & Alcohol Service) – 10 minute presentation		Turning Point are a social enterprise, providing specialist & integrated services which focus on improving lives & communities across mental health, learning disabilities, substance misuse, primary care, the criminal justice system & employment.	Plenty of active discussion and dialogue between the two Turning Point representatives and the group – very interesting to learn about support within the community.
3	Matters Arising			
4	Staff Changes		New Foundation 2 (F2) doctor, started 6/4/16 with us until August 2016 – Dr Jo Honney Dr Galina Peek (Registrar) is with us until August 2016 Dr Sally Whale has given formal notice that she will retire on 31 December	Group were interested to hear whether we had recruited any doctors from overseas and discussed the chronic shortage of doctors in the town centre practices. Concerned about how we will manage when Dr Whale retires – will we be able to recruit?

5	Complaints		<p>Ex-Partner of a deceased patient had a consultation and requested information concerning the deceased which was declined. Patient later complained that the Dr had not given clear/sound information – Dr wrote and apologised for any upset during this difficult time but reiterated his position on data protection.</p> <p>Young patient suffered an injury and attended the surgery for wound care. Parent was unhappy with the care received and complained, was not happy with our investigations/reply - this complaint has subsequently gone to the ombudsman – we await his report.</p> <p>Patient attending for wound care relayed a conversation to his relative that he had, had with the clinician attending to him regarding resting more – relative felt that this was an unfair reflection on him – discussed and came to an understanding.</p>	<p>Group acknowledged our keen awareness of data protection.</p> <p>Lesson learnt – take care when commenting.</p>
6	GP Plus		<p>New 'Pilot' service set up until April 2016; with funds directly from the Prime Minister's challenge fund: extended primary care – weekday evenings 18:30>21:00 weekends and Bank Holidays 09:00 > 21:00.</p> <p>Manned by local GPs – (patients must give consent for access to their records)</p> <p>Appointments can be booked via: GP surgery during opening hours; A&E & 111 Set to continue at present</p>	<p>Group were aware of the scheme from previous meeting but no one had personally attended GP Plus.</p>
7	Friends & Family		<p>Excellent comments – very pleased</p>	
8	CQC Inspection		<p>Big thank you to Norman & June for coming in to speak with the inspectors on the day (Thursday, 14/4). Official feedback will be sent to us in approximately 6-8 weeks.</p>	<p>CF will update at next meeting</p>

			Overall the feedback on the day was positive.	
9	Practice Growth		<p>Practice demographics: 5450 Under 5s – 7% Under 18s – 20% Over 65s – 13% Over 75s – 6% Oldest – 102</p> <p>16% (1000) born outside UK</p>	
10	Objectives for 2016/17		<p>Group discussion and agreed the following three areas:</p> <p>To keep the practice running smoothly in light of the recent list closures and the chronic shortage of doctors – encourage self- help for patients with minor ailments and use pharmacies.</p> <p>Reduce our ‘failed to attends’</p> <p>Upgrade soft furnishings in the waiting room; i.e. wipe able chairs</p>	<p>Informative leaflets in the waiting room to encourage self help</p> <p>Discussed but unable to resolve or come up with any real solution – discussed how dentists deal with the problem – but not a solution for GP surgeries</p> <p>Group agree that wipe able chairs are preferable to the mishmash we currently have in the waiting room - CF to discuss a cost share</p>

				to upgrade with the landlord later in the year
11	AOB Today's announcement by the Government for an injection of cash into General practice	JS	Will this mean more money for the surgery?	Not sure of the fine detail at present – but if we were to gain investment £ per capita it would make a difference and allow us to increase our staffing levels

Next Meeting: Thursday, 22 September 2016 @ 11:00