

# THE GROVE MEDICAL CENTRE

Minutes of Patient Participation Group Meeting Thursday 20<sup>th</sup> February 2014

|                  |                         |                         |
|------------------|-------------------------|-------------------------|
| <b>Present:-</b> | <b>Dr P M Warwicker</b> | <b>Partner</b>          |
|                  | <b>Dr L Leach</b>       | <b>Associate</b>        |
|                  | <b>Dr A Vasistha</b>    | <b>Associate</b>        |
|                  | <b>Teresa Warwicker</b> | <b>Practice Nurse</b>   |
|                  | <b>Carole Stock</b>     | <b>Practice Manager</b> |

**Patient Participants:-**

**14394**  
**15255**  
**17716**  
**9846**  
**18872**

**Apologies:- Dr K Patel**

Dr Warwicker opened the meeting by thanking everyone for attending.

## **Introduction to New Partners from 1 7 2014**

As everyone was aware that Dr Elliott was retiring from the practice on 30/6/2014 Dr Warwicker announced that Dr Linsey Leach and Dr Amit Vasistha would be joining him as Partners from 1 July 2014. Both Doctors gave some background information and it was agreed by all that this would be a good step forward for the practice especially taking into account the challenges and demands ahead for General Practice.

## **Immunisation Update**

Teresa updated the group on the recent immunisation programmes and was pleased to say that we had completed the shingles programme for 70 and 79 year olds with approximately an 80% uptake. We had also completed the Fluenz programme for 2/3 year olds which again was successful. Teresa stated that it is anticipated that another catch up for the above will take place in the Autumn, but as yet we have no information on this. Whooping cough vaccination for pregnant women was proving to be very popular with a very good uptake. Also the rotavirus addition to the childhood immunisation programme has been received fairly well by parents with only a handful refusing.

There is some information in the medical press that Meningitis B will be added into the routine childhood vaccination programme. However, at the moment it is only available privately which involves 4 doses of the vaccine in under 13

months from birth. As soon as anymore information becomes available we will advise further.

### **GP Carer's Break Referral Scheme**

Carole informed the patient participation members of the above scheme which is run in conjunction with Surrey Independent Living Council. She explained that there was a sum of £500.00 available to patients who were registered with the practice as a carer and that the scheme was in its second year. The practice had tried to prioritise the referrals with the final decision resting with the GP. Carole explained that the practice had an allocation of 18, which has now been completed for the present year, and with over 300 carers on the register it was a difficult and somewhat frustrating scheme to manage which was not helped by other agencies informing patients that "anyone" could get this grant which is intended to give the Carer a well deserved break.

The criteria is that the carer must be registered with the practice and is an unpaid for the care that they provide.

After much discussion it was suggested that for the next financial year the scheme would be managed in a different way. Applications (**anonymous**) would be received, brought to the next Patient Participation Group meeting and with some (**anonymous**) background information the group would decide who should receive the grant. Carole explained that at the moment we have no idea what our allocation will be for 2014/15, but as it was a very well run scheme she was sure the information would be to hand before the end of March 2014.

### **Appointment System from 1 7 2014**

It had been previously agreed that the appointment system needed to be reviewed in order to meet demand and with the new Partnership from 1<sup>st</sup> July 2014 it was an ideal time to implement the changes which are detailed below:-

#### ***Aims:***

#### ***Emergency Appointments***

ALL patients requiring an emergency appointment to be seen on the day. Patients who need to be seen that day **MUST BE** willing to see any doctor. **FIXED TIME** am and pm for emergency appointments.

#### ***Home Visits***

Patients' necessitating a home visit to be triaged by a "Duty Doctor"  
Urgent home visits to be performed from 11am rather than after 12pm

#### ***Planning***

- Introduction of a new appointment system from July 2014

- AM routine appointments until approx 10:00am
- 10am onwards URGENT/EMERGENCY appointments
- Duty doctor on the day – a different doctor each day of the week
- More emergency appointments overall available to patients
- Plans for fixed time slot also for pm emergencies?
- Telephone call slot maintained each day for ½ an hour

First reaction from everyone was very positive.

### **Surgery Refurbishment:**

Dr Warwicker informed the group that the following refurbishment was under way:-

1. The brickwork in the waiting room was going to be plastered and then painted to give the room a much needed update and modernisation. The dark wood window frames were also going to be painted white. We hope to complete this within the next couple of months.
2. We have arranged for new wood effect laminate flooring to meet the essential standard as laid down by the Care Quality Commission to be fitted to the main entrance area, the waiting room and the corridors. Dr Warwicker explained that we were just waiting for the samples and then this should be completed fairly quickly. The remainder of the clinical rooms will be refurbished one at a time as cash flow allows.

### **Any other business:**

Carole reported that the results of the patient survey had been posted on the website and some members had received hard copies. The overall results had been very positive and had been fed back to members of staff. For next year however it was felt that we might broaden the base and maybe organise a postal survey to 200 or so patients in order to gain a wider perspective.

### **Date of next meeting:**

**Thursday 24<sup>th</sup> July 2014 @ 6:30pm**