

MINUTES OF PATIENT PARTICIPATION GROUP MEETING WEDNESDAY 9TH MAY 2019

Present: Dr Peter Warwicker Dr Linsey Leach
 Dr Amit Vasistha Carole Stock
 Nurse Teresa

Patient Participants: 7472 14394 15255 32835 17716 – Apologies 11464

Dr Warwicker welcomed and thanked everyone for attending the meeting.

APPOINTMENTS

Dr Warwicker advised that the appointment system at the Grove was reviewed every month at the Partnership meeting, looking ahead to identify days/weeks where there may be shortages due to annual leave etc., and trying to make adjustments to cover this. In the summer months Dr Leach suggested that the practice pilot a telephone triage system – on one day a week to start. This was thought to be a good idea. Dr Warwicker informed the meeting that Dr K Han who qualifies as a GP in July 2019 would be staying on at the practice for a year as a locum to cover maternity leave which will be a great asset to the practice.

INCREASING LIST SIZE

The surgery at Englefield Green have now given notice to close and all services will be moved to their branch site in Old Windsor. This has been in the pipeline for about six months now and it has had a huge impact on our list size which has increased significantly over the last year. It is the hope that North West Surrey CCG will put some measures in place to alleviate this problem.

ROOM SPACE

Dr Vasistha reported that we have a juggling act to ensure all clinicians have room availability. Dr Leach produces a template each month so we can see where the problems are. This is mainly due to the Grove being a training practice with the possibility of several trainees at the same time. Again this is reviewed regularly to identify any forthcoming problems.

CQC RE-VISIT

Dr Warwicker informed the meeting that the CQC re-inspected the practice on 9th April 2019 and having already received their draft report was pleased to announce that the Grove had received a “GOOD” rating. Going forward the practice would receive an annual telephone call which would be for approximately one hour, with set questions (the same for every practice) and as long as everything was in order, this same procedure would roll over to the following year. The practice would be re-inspected within a five year period.

BP MACHINE FOR THE WAITING ROOM

A new BP Machine for patient use has been purchased for the waiting room with a kind donation from The Schroeder Trust which is due to be delivered tomorrow. At the moment it was undecided

exactly where in the waiting room it would be placed and a protocol for its use needs to be produced. It was agreed this was a good idea, but might cause a few problems.

WEBSITE IDEAS

The Grove now has a new website which has been up and running since 25th March 2019. Dr Vasistha informed the meeting that there were still a few teething problems but we were getting more familiar with it and that Dr Han who is very good with IT had been a great help. Patient 32835 offered his help with further development and to make the website more interesting/attractive to patients with the suggestion of adding a blog to the homepage. Dr Vasistha would arrange a suitable time for patient 32835 to visit the surgery and meet with him to discuss further. Several suggestions were put forward to enhance the look of the site, especially the homepage.

GP CARER'S BREAK REFERRALS

Carole Stock informed the meeting that the allocation for 2018/2019 had been completed filled and that the allocation for 2019/2020 was 31 for the practice of which, so far, 3 had been used. Patient 15255 asked if carers were forthcoming when they needed help and all Doctors stated that most of them were not and were embarrassed to ask for help/assistance. The practice staff are very good at identifying patients who are struggling.

ANY OTHER BUSINESS

- Patient 17716 mentioned that the text reminder service was a great idea and Dr Warwicker agreed that it had reduced appointment DNA's since it was introduced. However the patient asked if it would be possible for the same system to send patients reminders when their medication review was due as she had unfortunately missed hers and the pharmacy had failed to relay the message to her. Dr Vasistha stated that it wasn't possible through the same system, but he was intending shortly to import a software system CHASE SMS which would allow individual clinicians to send their patient a reminder text from the clinical system. This was received as a very good idea.
- Car Parking has become an issue again The Medical Centre with people parking at all times of the day and night. Several options to prevent this were discussed, including a barrier system, bollards etc. It was agreed that a substantial chain with a reflective sign would probably be the best solution at the moment and patient 32835 offered to look into the availability etc., and let Dr Vasistha know.
- The Partners held a Table Top Sale on Saturday 27th April with the proceeds being donated to The Sam Bear Hospice. Unfortunately, mainly due to inclement weather with the stalls unable to be put outside, the uptake wasn't as good as was hoped for. However, next time it was agreed the event would be advertised more using social media etc.
- Patient 15255 asked how the practice dealt with cancellation of appointments. Carole Stock informed him that normally, all cancellations were rebooked with the exception of those patients who cancelled with only a few minutes to spare which fortunately wasn't too much of a problem for the practice.

DATE OF NEXT MEETING

Wednesday 20th November 2019