

**Minutes of Patient Participation Group Meeting
Held on Thursday 13th March 2014 at 18:30,
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer, Ruth Watts, John Ross, Jeanette Moran, Alexis Diouf,
Dr Puishi Rawat, Carmen Villegas-Galvez, Derek Ashmore,

In Attendance: Heather Hill

Apologies: Bill Richards, Dr D I Anderson, Michael Crossley, Morton Joynes, Rita King, Alan Kirk

Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

1. Matters Arising

The patient information display system is now installed and the provision of information was now in progress, i.e. the use of 111/999, Medicines Management, General Practice information – flu jabs etc.

2. Routine Home Visits

Heather Hill informed the group that the system of sending nurses/phlebotomists to house bound patients was being abused. Patients sometimes class themselves as housebound but may be leaving the house for other activities such as shopping or hairdressing etc. The practice understands the difficulties but home visits are obviously very time intensive. Some patients had strongly requested appointment times, when if they were truly housebound, appointment times were not important and nurses etc were not always able to give confirmed appointments. There are certain situations which are now becoming confrontational where patients considered it the 'right' to have home visits and a scheduled time, when clearly with a little effort they could attend the surgery. This would enable the home visit service to be used for the genuinely housebound.

Some patients have said they need a home visit because they cannot afford a taxi.

The group discussed the situation at great length and agreed action was required. Clive suggested that the community car/bus service may be of help and asked if the surgery could provide a leaflet as to contact information.

Alexis said similar problems had arisen with social services and usually a re-assessment of the individual's situation was appropriate.

Jeanette reported that a leaflet regarding home visits is to be re-constructed and provided to patients plus an assessment form has been compiled and is being trialled.

The group concluded that it was imperative resources were focused on the genuine patients and that if individuals did have genuine mobility problems state benefits were available for recipients to use for additional mobility costs.

3. Chesterfield Locality PPG Meeting Feedback

Clive reminded the Group the Locality PPG meeting was attended by representatives of Chesterfield surgeries' PPGs.

There had been a request for each PPG to provide three items to be considered for the CCG Locality Plan. One suggestion that had been raised was the provision of a 'drop in centre'. This proved to be quite popular.

The group was to bring suggestions to the next meeting for consideration and forwarding as decided.

Alexis suggested we submit more than three, Clive thought there may be too many, therefore we should prioritise but have "reserves" as other PPGs may have ideas similar to ours.

Derek suggested a minor injuries unit be set up apart from the Chesterfield Royal hospital and Clive confirmed a similar suggestion had been raised and could be considered.

The Locality PPG was to ask the CCG for a small budget to be able to cover costs for meeting rooms.

4. Integrated Care Group Report

The group was initiated by Dr Anderson and meets every 2 weeks, and is to consider integrated care for patients with complex needs.

1st April 2014 is the start date for the "Virtual Ward" and care co-ordinators based in a practice, or group of practices, will link all services together to provide the care required for those with complex needs and reduce the burden on existing services to provide one point of access for patients.

Avenue House surgery together with the two Hasland practices have one Care Coordinator for approximately 16,000 patients. There have been 5 Co-ordinators appointed and they will organise cooperation between all care/social services and the voluntary sector who have also appointed 2 coordinators.

The system will be monitored very carefully and efficiencies are expected. Alexis reported that previously budgets and the swapping of information between organisations had been the biggest problem. Clive said budgets were under stress and organisations need to co-operate and as previous there were two sets of systems, now there is a greater openness and sharing of information and the willingness to give patient's a point of view.

5. Patient Praises and Grumbles

Jeanette reported the following,

- a) A patient rang for an appointment and said the Receptionist made them feel uncomfortable. The Group felt the Reception service was good, perhaps possibly the patient's expectations were too high.
- b) A patient rang for an appointment for a 20 month old baby and reported the Receptionist had said it was not an important issue for an appointment. The group were unable to understand why the comment was passed.
- c) A District nurse made an appointment for a Wednesday but turned up on a Friday. The District nurse accepted the complaint and apologised personally to the patient.
- d) A patient rang and made an appointment for 2 weeks later. The patient's time was then 30 minutes late and felt they should receive priority as the appointment had been made 2 weeks in advance. The Group discussed and accepted the problem was practically unsolvable as appointment times can often overrun.

Frustration was common with patients whose appointments were late with no information forthcoming.

Dr Rawat said as patients were now attending with complex needs then it was not uncommon for appointment times to overrun. The recommended appointment "slot" was 10 minutes and that they were being reviewed nationally and advice would be sent to GPs in the future.

It was agreed that where possible delays over 20 minutes would be announced by reception staff.

There was also currently the provision to book a double appointment. The group suggested it could be advised to patients when they make an appointment.

6. PPG Action Plan

Janette reported the PPG Action Plan was required by NHS England to be in place by the end of March 2014. It could also be extended to include other topics as required.

As the recent patient survey again gave good satisfaction results it was agreed the following should be the basis of the action plan.

- a) Explore the full potential for better patient information about how to access appropriate care
- b) Continued support for idea of integrated providers delivering co-ordinated care
- c) Provide real time information to patients regarding appointment times/delays

7. Updates from the Practice

From 1st April 2014 a new department of health initiatives are to be introduced i.e. a specification for unplanned admissions and to look at vulnerable patients to initiate a care plan (the practice had already commenced this initiative).

All patients over 75 years of age are to have a named GP. Avenue House already have patients registered to a particular GP.

Within their contract the surgery has to conduct a "friends and family test" i.e. would you as a patient recommend the practice and report back monthly to NHS England.

There is an ongoing initiative to look at patients registering outside their "district", this would bring particular problems with regard to home visits.

The Practice Reception Manager, Margaret Revell is to retire shortly and the Group thanked her and wished her a happy retirement.

8. Patient's Records

It was agreed due to time restrictions this item would be carried over to the next meeting as implementation of the new system had been postponed, yet again.

9. PPG Core Membership

John reported that he had received communication over the last few months from three ladies who were keen to join the PPG core membership. He pointed out that previously the numbers were limited but now the group is established the number of members could be increased.

It was agreed by the group to invite the three ladies to be members if they were still interested.

10. Other Business

None

Date of Next Meeting is Thursday 8th May 2014 at 6.30pm at Avenue House Surgery.