

**Havelock Grange Practice  
Minutes of Meeting**

<b>Meeting Title:</b> Patient Participation Group	<b>Date:</b> Wednesday 4 <sup>th</sup> May 2016
<b>Time:</b> 17:00	<b>Venue:</b> Meeting Room 1, One Life, Hartlepool
<b>Chair:</b> GP	

**Present:** MW, CG, BK, JE, MC, IC, BC, EC, MM, PW & Michelle Martin (Practice Manager)

Item no.	Item description	Action for	Due by
1	<b>Apologies for Absence</b> WH & MS		
2	<b>Minutes of previous meeting</b> Agreed as a true record		
3	<p><b>Matters Arising</b></p> <p><b>a. On-line Services</b> – MM explained that the Practice has yet to receive the latest updates to allow this updated facility to function. INPS continue to work with the Practice to ensure we have the new functionalities asap.</p> <p><b>b. Texting Services</b> – the Practice is unable to deliver this service at present due to the on-going issue with On-Line Services. The GP partnership have already agreed to purchase text bundles for this facility. GP enquired as to how patients sign up to such facilities? Sign up forms are part of the new patient introduction pack which is also handed out to new patients. GP requested a new patient pack for the next meeting.</p>		
4	<p><b>Practice Manager items</b> MM updated the PPG with information on new staff: -</p> <p><b>a. New Starters</b></p> <p><b>I. Claire McReynolds, Treatment Room Nurse</b> – Claire is from the District and at present is providing bloods, B12 &amp; dressings and will receive training for smear taking in due course.</p> <p><b>II. Anouska Dobie</b> – recently worked for Sunderland Trust Hospital and is currently undergoing training in the role of Practice Assistant</p> <p><b>b. Leavers</b></p> <p><b>I. Dr Al-Mashharawi</b> – left the GP Partnership on 31<sup>st</sup> March 2016 and is now providing locum sessions for the Practice. The group were saddened by this news and they wanted it recording “how much he was appreciated”. MM thanked them for their comments and will pass this information to the GP.</p> <p><b>II. Cynthia Neil</b> – has tendered her resignation and will retire on 31<sup>st</sup> March 2017</p> <p><b>c. CQC Visit</b> – notification has been received that the Practice will be inspected on 12<sup>th</sup> May 2016. Previously patients had volunteered to meet with CQC during the visit. PPG – representation required on the day, maximum of 2 patients or 2 telephone numbers so that CQC can contact patients. Permission given to provide this info and GP, MM &amp; PW (reserve) volunteered to meet with CQC during the visit. Cynthia will contact volunteer patients with further details.</p> <p><b>NAAP National Patient Participation Awareness Week 6<sup>th</sup> – 11 June</b> – GP raised awareness of this and will forward email to Practice Manager.</p>		

Item no.	Item description	Action for	Due date
	<p><b>d. Telephone changes</b> – MM informed the group that there are to be changes to the telephone system. NECS IT are no longer funding this service and now GP Practices will bear the cost of this from April 2016. The Practice Manager &amp; MH have worked very closely with IT to ensure that service delivery is the best it can be given the software that IT are utilising. A significant change is the introduction of new dedicated “<i>home visits &amp; emergency requests telephone number</i>”. Also the Practice will reduce in the number of calls it is allowed to receive, the reduction from 30 to 8 calls at any one time, the 9<sup>th</sup> caller will then get an engaged tone. Some saw this as a positive step forward, reducing the waiting time and potential costs to patients using mobiles etc whilst few saw it as a negative.</p> <p><b>e. Patient Survey</b> – having not produced a questionnaire for over a year the group were requested that they look to include questions around telephone access, given changes in this area. A survey is to be compiled and the group were requested to give some thought around specific areas of interest.</p> <p><b>f. Brierton Fence</b> – MM updated the group with news that a fence is now in-situ around Brierton Medical Centre, which has been the subject of numerous acts of vandalism over recent months. The cost of this is being funded by the GP Partners as no help towards this is available.</p>		
5	<p><b>AOB</b></p> <p><b>a. Strike Action</b> - several members enquired as to what impact the strike had had on the Practice over recent weeks. MM stated that preparations put in place prior to strike action had enabled the Practice to cope, there was also a request from NHS England that Practices change appts to “on the day” only to also help cope with strike pressures. The added sessions that Dr Al-Mashharawi provides is also helping with access.</p> <p><b>b. Five Year Forward View</b> – question asked regarding the Practices view on this topic and how Dr Posmyk at a recent meeting was very optimistic and positive. It was stated that Dr Posmyk’s view was that this could indicate withdrawal of contract and could strengthen the BMA hand in discussions.</p> <p><b>c. Reception</b> - PW raised an issue which happened on 14<sup>th</sup> Mar 2016 regarding the view of the Practice in signposting patients to the WIC. MM stated that the Practice does not support signposting patients to WIC, the system in place at present is that all patients who feel they need to be seen will be added to Duty GP where a callback is provided in which the GP will ascertain whether the patient needs to be seen today or if it can wait in which case the Duty GP will organise early release of an appt with a GP. PW stated that her daughter had been informed it would be quicker to take mum to WIC and perhaps further training is needed. PW also wanted it noting that she was disappointed at no GP attendance at this meeting.</p> <p><b>d. Review appt</b> – BC raised an issue with not being able to obtain a review appt with the GP who had requested she make another appt to see her. MM explained the process in place in which the GP should provide a slip for the patient to take to reception so that an appt can be released early.</p>		
6	<p><b>Date &amp; Time of next meeting</b> 3<sup>rd</sup> August 2016 17:00</p>		