

**Havelock Grange Practice  
Patient Participation Group Minutes  
Wednesday 4<sup>th</sup> December 2013**



**Present:** PP, GP, WH, AE, BC, PW, RK, ST, LS, MM, GM, CN & MM

- 1. Apologies**  
EW, IC, MC, JG, EC & SA
- 2. Minutes of the Last Meeting**  
Agreed as a true record
- 3. Matters Arising**
  - a. Practice Survey** - Results being processed – delay in starting the questionnaires due to recent data demand study being collected. Results of survey will follow minutes.
  - b. Chairperson for Patient Group** – no formal receipt of nominees has been received since the last meeting in which PW volunteered to chair if no other interest was received. PW will be supported by MM who volunteered to be Vice-Chairperson. The production of minutes and future agenda's will be supported by the Practice Managers.
  - c. Demand Study with Outside Agency (Doctor First)** – a recent meeting with representatives from the company which the results from the demand study was presented. It revealed that unfortunately the Practice is unable to deliver Doctor First solution due to a short fall in GP sessions. The Practice is now to look at its appointments system and with the help of Doctor First and there philosophy to improve our current appointment system.
  - d. Ambulance Trust Form** – practice has no further information. MM had no further information to offer regarding the form and Practice Managers were unable to ascertain what the form could be.
  - e. Services moving from Hospital to One Life** – BP has requested KH to feed information to Practice. Feedback received from BP on Monday 9<sup>th</sup> December is no firm decisions on dates have been agreed for the further move of Services from Hartlepool to North Tees. Transport issues to and from North Tees were raised, it was highlighted that staff receive priority over patients needing to get back to Hartlepool. This often results in the bus being full and patients waiting over an hour to be transported back to Hartlepool. Media reports recently highlighted that North Tees was not fit for purpose, yet services are continuing to be transferred to North Tees. Queries over whether Pathology is to move to JCUH were not able to be confirmed by the Practice as this was new to them.
- 4. Staff**
  - a. New GP** – unfortunately withdrew acceptance of post due to personal reasons. The Partners are in the process of reviewing finances with the aim of fulfilling the vacancy and improving access in the process.
- 5. Time out Event** – 12<sup>th</sup> February 2014, Practice will close at 12noon for training purposes
- 6. New Contract Changes** – Quality & Outcomes Framework (QOF) changes for 2014-15 have been released. Removal of several tick box exercises is an improvement and relaxation of the 12mth timescale in which to obtain vital clinical information has reverted back to 15mths.

7. **New Services** – Direct Enhanced Services (DES), Local Enhanced Services (LES), National Enhanced Service (NES) & Local Improvement Service (LIS), all these services are over and above the current work being delivered by Clinicians for QOF. More and more work is being expected of Clinicians which is based around patients being looked after in their preferred place of care and avoiding admittance to hospital re end of life, where patients have indicated a preferred place of death.
  
8. **AOB**
  - a. **CQC** – several Practices have now had visits and it is expected that the Practice will receive the call 48hrs prior to a visit. Patients keen to be involved and will be available at such short notice are PW, ST, LS, MM & WH.
  - b. **Staff**

Newly appointed nurse KA was praised by her patients, demonstrating a meticulously and professional attitude during a recent consultation with a PPG member.
  - c. **Christmas Closing**

Clarification for the PPG on closing during the Christmas period was requested, the Practice will only be closed Christmas Day, Boxing Day and New Years Day, normal opening hours will resume during the festive time.
  - d. **Contact details**

PW asked members of the group if they would be willing to share email/contact details for future communications.
  - e. **Cancer Patients** – the Practice was asked whether such patients have priority and are seen sooner as a result. Patients with cancer are identified by the Practices GSF (Gold Standards Framework) register and are monitored on a monthly basis where a multi-disciplinary team including Macmillan, Community & District Nurses all share information. Many are stable and well considering their diagnosis but others are reviewed more frequently as and when needed.
  
9. **Date of the Next Meeting**

Wednesday 12<sup>th</sup> February 2014 at 5pm

Merry Christmas and a Happy New Year to each and everyone