

## PATIENT PARTICIPATION MEETING ON 6th November 2017

### ATTENDED

Dr SK Naeem,  
Angela Elsom  
Carol Binks

Mr John Berry  
Mrs W Shepherdson  
Mr B Wright  
Mr R Moore  
Mrs P Hodgson

APOLOGIES – Mrs M Pygott, Mr Gareth Stacey, Mrs K Milner

#### 1. Previous Minutes.

The minutes from the previous meeting were agreed and approved.  
Proposed by Mr B Wright and seconded by Mrs P Hodson.

#### 2. Matters Arising

Mrs Shepherdson asked if we were receiving the same day letter from colon clinic. We have not seen any yet.

Delays in surgeries getting information back from the hospital has been raised at PPG Chairs forum meeting and somebody will come back from hospital to us.

#### 3. Doctor's Report.

Dr has nothing to report at this time.

#### 4. Practice Managers Report

We now have the CQC report. Our overall rating was GOOD with an outstanding mention for our delivery service for blister packs.

We are still over spending on the medication budget due to blister packs; however our outstanding comment means we won't be asked to reduce the number of weekly prescriptions at the minute

There is still one action to be done - a policy for medications to be given out when the Dr is not in the building.

Angela said it helped that all of the comments cards had positive comments on them.

Mr Berry on behalf of the PPG would like to congratulate each member of staff and cleaner for the work that has been done from Angela who has been putting all the policies together to both the delivery drivers who deliver the blister packs to patients each week and the cleaner who was congratulated on the cleanliness of the surgery.

Mr Berry has read the report and says it makes pleasant reading as we come out ahead of the national average. The PPG has also been mentioned in the report. These results will be placed on the surgery notice board for patients to read.

#### 5. Chairman's Report

- The annual survey was completed on 18.10.17. Mr Berry would like to thank Gareth, Peggy and Brian for coming and helping with the survey.
- Letters were sent out to 3 MPs, Mr J Hunt, Mr G Day and Ms M Sanderson and he has received a number of replies.

Mr Vickers has replied and would like an explanation.

Mr J Hunt's letter was confusing

Mr Day has sent more figures and I have now been given another list of figures from the finance director.

Mr Berry will go through the last set of figures he has been given and come back to group.

- Mr Berry and other residents of the villages have received a Pharmacy to you letter through the door, offering prescriptions delivered via royal mail. The pharmacy is a source of finance for the Practice; if many patients' sign up to this service the surgery will not remain viable. Social media is a way of getting the message to patients. Mr Wright will put it on face book. We will be putting a letter into patient medications explaining the implications of this service and what will happen to the surgery. How can this company advertise the services they supply, when surgeries are not allowed to? Mr Berry will think about writing to G Day.
- Mr Berry was asked by PPG forum to ask to join Embrace, it's an organisation that sends out news letters from CCG and Health watch and members can go to any of the Health matters meetings. If you go to meetings they will ask you to fill out forms and surveys. Forms were given out to the members that were present
- Leanne Langdon was at the last meeting and said they are going to do recruitment drives for GP's, she is now leaving so not sure what will happen.
- G Day was at our meeting and gave a presentation about the 7 day week and evening services for GP's and the proposals he gave have been rejected. GPs would prefer an Out of hours kind of service to cover for GPs. Funding is available per registered patient (£3.34 during 2018/19 and £6.00 during 2019/20) for the extended hours/service! This is not enough to cover the wages of one member of staff covering weekends for us
- Do we have anything in place for our staff with any mental health issues? Sue the Chaplin is here and she is available to speak to.

#### 6. **Improvement Priorities Progress**

We did not receive any Resilience money.

We are still waiting for the improvement bid.

We are having outside lights fitted for the winter months and the car park will be lit at night.

Spoke to Lisa about the prescribing and some changes are being implemented.

#### 7. **Thoughts for the future**

#### 8. **Any other business**

We have had a complaint to the surgery about the 111 service and how long it is taking for a response and 2 complaints about follow up appointments at the hospital not being received and 1 complaint about a patient not having results from an investigation when further treatment was needed.

These have all been reported through the incident reporting service and we are waiting responses

#### 9. **Next meeting:** 8<sup>th</sup> January 2018 at 12 midday.