

## PATIENT PARTICIPATION MEETING ON 8th May 2017

### ATTENDED

Dr SK Naeem,  
Angela Elsom  
Carol Binks

Mr John Berry  
Mr Gareth Stacey  
Mrs M Pygott  
Mrs K Milner  
Mrs W Shepherdson  
Mr B Wright

APOLOGIES – Mr R Moore  
Mrs P Hodgson

#### 1. Previous Minutes.

The minutes from the previous meeting were agreed and approved. Proposed by Mr G Stacey and seconded by Mr B Wright.

#### 2. Matters Arising

Mr Berry asked about the Care Networks and if the holiday cover for GPs being shared was sorted – Angela explained this was an aim of the Care Network but it was still early days and a long way from being finalised

#### 3. Doctor's Report.

The CCG are constructing a letter that can be sent out with new referrals to secondary care. This would explain that if the hospital doctor requests blood tests these should be taken at the hospital and if the hospital doctor requests Xrays it is the responsibility of the person at the hospital requesting tests to give the result and take any appropriate action afterwards. If a medication is suggested at the hospital appointment it should be prescribed by the doctor there and given for the first time. There are long delays in the surgery receiving information from the hospital and this can compromise care. The CCG are suggesting that we complete an incident form every time this happens and send off with details. It all costs time for our staff to keep ringing the hospital for information when the patient rings the surgery and we have no information. Could we write a letter as a group to the CCG outlining our concerns and hopefully we could get other surgeries to do the same.

#### 4. Practice Managers Report

The CQC visit was cancelled for the third time and we are awaiting a new date for our inspection. Brian offered to help us sort lunch for the visit when it happens. Members said they would be available if needed to speak with the inspectors on the day.

There have been no further problems with flooding since the non-return valve was fitted. The council have not been back in touch about the surface water.

The Health Visitor is coming on a Monday afternoon to the surgery to do visits on children that they have seen. It was decided to ask the Health Visitor to come and talk to the group about her role at the next meeting.

The patient numbers have increased slightly again – today we are up to 1383.

5. **Chairman's Report**

Mr Berry took some of the CQC cards out to our patients who receive blister packs to complete as this gives them the opportunity to have a say in our inspection if they wish to. Not all visited patients agreed. They will be collected when they take out the next set of blister packs.

Mr Berry had a meeting with Highways England – they talked about drainage and have upgraded the system. There is now a lagoon to the rear of the property for excess water. It was agreed this will be fine with the usual surface water; however we are not sure it will make a difference to the flash flooding during heavy rainfall. Should we have Alan Drury down to talk to us regarding the matter of the drains?

6. **Improvement Priorities Progress**

The PID is underway – there are lots of sections to fill in and we need to get costing for some of the work. We need to outline all the risks involved such as the neighbours refusing to sell the property, the uncertainty of the cost as we cannot get someone to go in and do drawings until we own the building.

It was agreed unanimously that the improvements are needed to promote the growth and wellbeing of the surgery. This is a vital service to the village in its current format and the group does not want it to change. However we cannot offer additional services until we have more room. It would allow us to bring outside services in and it would help the patients who could not get to the hospital.

7. **Thoughts for the future**

This has been covered already really.

8. **Any other business**

Some of our patients are still using the front of the surgery to park instead of using the car park at the back and there was nearly an accident outside the surgery. It is difficult to see what else we can do to stop this – we have signs up and we promote parking in the car park to patients.

A planning application for the building across the road has been put in to the council. It has been proposed for a 3 storey building with shop spaces, and could cause some congestion on the road. Some concerns have been about the cars coming in and out of the property and that this will add to the parking problem. The group asked for us to make an objection.

Rebecca Crabtree has decided not to be part of the PPG group due to her work commitments and we welcomed Mrs Wendy Shepherdson to the group.

9. **Next meeting:** 3rd July 2017 at 12 midday.