

Minutes of the Acorn Surgery Patient Participation Group (Acorn Patient Team)

23 February 2016

Room G89, OakTree Centre, Huntingdon

Present:

Trish Hawitt Palmer (THP) Fran Lacey (FL), Martin Wilsher (MW), Brian Shoemsmith (BS), C Holman (CH), Robert Mulroy (RM), C Primett (CP)

Agenda item		ACTION
1. Welcome Apologies for absence	<p>THP welcomed everyone to the meeting.</p> <p>Apologies received from Dean Bloom and Mary Blackhurst Hill</p>	
2. Minutes of Last Meeting	<p>After discussion the Minutes of the meeting held on 26 January 2016 were agreed and signed.</p> <p>Related issues:</p> <p>Access to Surgery Premises: THP reported that the issue of the changes implemented by the Landlord to accessing the Oaktree building has now been resolved and an electronic timer has been fitted to the main entrance doors set to open just before 8am. THP acknowledged this may have been affected by the meeting CH requested with the Local MP to discuss the issue, noting that Mr Djanogly is aware of financial issues being experienced by CCS. THP thanked CH for her support with this issue on behalf of the Surgery.</p> <p>Extra Bookcase: With many thanks to Mary Blackhurst Hill the extra bookcase is now in-situ which has enabled more book sales.</p> <p>Easter Egg Raffle: FL and CP offered to find a fitting basket for the Raffle. FL also to get donations of Easter Eggs from Hotel Chocolat and Tesco. Agreed we need to start selling tickets early March in time for Easter. THP agreed to provide cellophane for basket.</p> <p>Blood Pressure Monitor: THP confirmed that the 24 hour BP monitor is due for delivery.</p> <p>Newsletter: THP confirmed that the Winter newsletter has been finalised and sent out to all those who requested a copy via the 'sign up for our newsletter' function on the website and will also email out to all on the PRG, as well as making copies available in the waiting areas.</p> <p>PPG Promotion: THP reported the re-siting of two noticeboards within the building to accommodate within the surgery waiting areas, one of which will be dedicated to PPG use and the tri-fold reallocated. This may offer a refreshed focus for the PPG as a whole and encourage recruitment.</p>	<p>THP</p> <p>FL/CP</p> <p>THP</p> <p>THP</p>
3. Treasurers' Report	<p>In DB's absence, THP confirmed that we have currently have £965.85 in the the Bank and that there is a further £40.00 from book sales recently paid in to the PPG bank account.</p>	

<p>4. Surgery Update</p>	<p>Minutes of PPG Meeting held on 23 February 2016 cont'd</p> <p>Future of Practice: THP reported that an options appraisal is being carried out regarding the potential merger of the 3 Huntingdon practices, and confirmed that should a decision be made that there is some merit in merging, a public consultation will be launched.</p> <p>THP also reported that the Surgery is about to advertise for a GP Retainer (generally a Doctor who has returned to General Practice after Maternity, etc.), to work 3-4 sessions per week which should fill the shortfall created in December when a GP left.</p> <p>CQC Inspection: THP reported that there has been no notification of Inspection at this point but likely to be before the end of March. THP will send Committee members a copy of the CQC document for info as the CQC may require participation from some PPG members..</p>	
<p>5. Patient Survey</p>	<p>THP handed out copies of the most recent national Patient Survey carried out by IPSOS Mori on behalf of the Government. The Group reviewed categories of <i>'What this practice does best'</i> and <i>'what we can improve'</i>. The results of the Surveys were discussed and it was agreed that overall the figures were around or above the National average. However there are two problems areas which were discussed in detail:-</p> <p>Although the survey showed a figure of 81%, the length of time it takes to get through to Surgery at peak times, is an ongoing problem and, at the suggestion of the Group, THP agreed to look into the possibility of installing a telecoms system that will advise callers where they are in the queue or how long it will take to answer their call.</p> <p>The response rate from the patients was a low figure regarding getting to see or speak to preferred GP. Due to the current configuration of the rotas with a duty doctor on call each day who triages and calls patients back, this may not be their GP of choice. Several variations have been trialled in the past but to overcome this issue, the Practice is considering implementing a 'doctor first' system where the patient is specifically put on a call list for the doctor of their choice. A local Practice currently operates this system and it was noted that their % positive response to this question was high. A GP Partner and THP intend to visit this Practice to do an appraisal of the system to possibly implement at the Acorn.</p>	

DATE OF NEXT MEETING: 29 March 2016 at 6.00pm