

# TWO RIVERS MEDICAL CENTRE, IPSWICH PATIENT PARTICIPATION GROUP (PPG)

Minutes of the Meeting held on Tuesday May 2nd 2017  
at TRMC at 7pm

## **Present:**

Anne Walker (AW), Jo Hutchinson (JH), Sue Hayes (SH), Jenny Pickering (JP), Jean Garnham (JG), Sally Gardiner (SG) Seamus McMillan (SM), Angela Harvey (AH), Pippa Sheldrake (PS) Dr Knight (JK), Dr Smith (KS), Rachel Helliard (RH)

## **1. Apologies:**

Gill Lewis

## **2. Minutes of meeting held on 7-3-17**

These were signed as correct by AW. AW and JH thanked JG for compiling them.

## **3. Matters Arising, not covered by the Agenda**

- Nurse Practitioner appointments. SM asked for there to be more clarity for the online appointment booking system especially which conditions are appropriate for them to see. Another issue around J. Carlyon's hours is confusing. KS suggested that there should be a list with the online appointment booking system of defined clinical roles. **JK**

## **4. Annual Report (already circulated)**

JG suggested two amendments. The revised report will be sent out with these minutes.

## **5. Practice Report given by JK**

- Many of the Practice statistics have been published in April both on the waiting room screens and online.
- DNA's. February 256 March 276 April 194
- DNA letters sent out. February 144 x 1<sup>st</sup>, 7x 2<sup>nd</sup> and 1x 3<sup>rd</sup> letters  
March 99 x 1<sup>st</sup>, and 1x 2<sup>nd</sup> letters  
April 59 x 1<sup>st</sup>, 1 x 2<sup>nd</sup> and 3 x GP+ DNA letters
- GP+. This is an out of hours service commissioned by the CCG, and is run from The Riverside clinic on Saturdays, Sundays and early weekday evenings. As some of the TRMC patients now attend GP+, JK has drafted a specific GP+ fourth DNA letter. AW asked for the letter to be clearer in its cancellation advice **JK**
- PS asked if Ipswich patients can self refer to GP+, but RH said this was not possible in this area.
- Telephone answering data for April. 12469 calls received, of which 1374 were missed. The busiest time is between 8-9 am. SH queried the number of receptionists on duty as she had never seen the recommended number at the front desk. JK reassured her.
- Available appointments. The first available appointment to see a GP is currently on 1<sup>st</sup> June, although a few extra appointments are released online each week. If a patient needs a follow up appointment in a specific time frame, the GP makes the appointment from their surgery computer.
- Staffing. A second prescribing clerk has been appointed. Two nurses, Anna (part time) and Joanne (full time) have been appointed. Two potential nurse Practitioners have been interviewed. A new full time GP may start In August. Dr McCarthy is to retire in July.
- AW asked how many GP sessions there are each week at TRMC. RH will notify members. **RH**
- JK said that the patient leaflet has accurate information about current staff apart from the GP registrars.

## **6. Incident Reporting**

AW asked if the Reception staff know what to do if an incident occurs or is reported, and what constitutes an incident. JK assured the meeting that the subject is covered in their training, and in their handbook.

## **7. Missed appointments letters and update.**

For statistics, see above under Practice Report. There was discussion about whether the DNA numbers should be published and displayed. The meeting agreed that this would be a good thing as long as a positive slant was put on it.

## **8. Complaints and praise to the surgery, including NHS Choices, Healthwatch, and explanation of the Complaints procedure.**

- KS said that there were 2 written complaints in March, and 2 in April. She has not yet finished dealing with them. There has been confusion between KS and RH about answering the NHS Choices complaints. Until RH gets a password to enter the system, KS will answer the complaints. **RH & KS**
- Complaint Handling Process. RH said that verbal complaints at the front desk are normally dealt with in person by MF. If MF fails to resolve the issue, and the complaint is followed up by a letter it becomes a formal complaint. There is a Complaint handling policy on the website but there is no time frame mentioned for when the complaint has to be dealt with. RH said that TRMC is gradually finalising a more efficient Complaint handling process with the new management team.
- In answer to a query from AW, RH said that all complaints are logged. JH commented that this information would be needed by the CQC at their inspection.

## **9. Health Education Event 18.5.17**

- JH will circulate further details this week, once she and AW have met again with Louise Hardwick on 3.5.17 **JH**
- RH has received the poster for the event and has put it on the waiting room screen. She will ensure it is on prescriptions and sent out by text message. **RH**
- Names were taken of PPG members who could attend the event.

## **10. Surgery /PPG Newsletter JK**

JK outlined his idea of a newsletter for patients. This could be produced by the PPG, or in conjunction with the Practice on a monthly, quarterly or annual basis. He thought that if necessary he could advertise for another patient with the skills required to produce the newsletter.

There was much discussion. JP commented that the ones produced by hospital User Groups are well received. SH questioned the value as there was already a lot of information on the screen and online.

Ideas for topics included recent surgery achievements, staff changes, changes in healthcare, and how to access services such as the hearing aid service.

SM offered computer support for anyone who offered to take the role on. RH said that she had seen it produced at another practice in A5 format.

No decision was made and AW said that perhaps the subject could be revisited in future.

## **11. Idea to further assist TRMC by promoting online services through PPG member attendance in the waiting room and to include gathering feedback**

AW commented that it is almost a year since the PPG last had a presence in the waiting room. Members agreed with the idea and JH said that it would also be seen positively by the CQC inspectors. It was decided to visit some clinics over a 2-week period in June and July. AW will send out a rota for members to volunteer sessions. **AW**

JK said he would think about specific questions he would like the members to ask patients. **JK**

## **12. AOB**

- I. Clinical Pharmacists. SM asked how the Clinical Pharmacy role is progressing. JK said he is pleased with the service and thought the hours might be extended soon. No work has been done to date on evaluating the Service.
- II. CQC. JK said that TRMC is a new Practice, and therefore has to be registered with the CQC, as well as having a building inspection. This registration visit will be on May 4<sup>th</sup>, and a full CQC inspection will follow at a date to be determined by the CQC.
- III. SH commented that the TRMC answerphone message needs altering for Bank Holidays when the Practice is closed. RH will do this **RH**
- IV. Community glaucoma clinic. JP commented that this clinic now works from 2 rooms at TRMC every day.
- V. The private Hearing Care Centre (Karen Finch) will soon be working from TRMC.
- VI. The diabetic eye screening clinic is coming soon
- VII. Hearing aids. In order to have a hearing test, the patients need to make a GP appointment. They will then be referred, if necessary, to the hearing aid clinic at Ipswich Hospital, or for further tests.

## **13. Election of Chairman and Secretary for the coming Year.**

JK thanked AW and JH for their work to date. AW and JH said they were willing to stand for one further year only, to which JK suggested the Group should start some forward planning for their replacements.

AW was proposed as Chairman by PS and seconded by JG.

JH was proposed as Secretary by JP and seconded by SH

AW thanked everyone for their support throughout the Year.

### **Dates of future meetings;**

Tuesday July 4<sup>th</sup> 2017, 7pm

Tuesday September 5<sup>th</sup> 2017

Tuesday November 7<sup>th</sup> 2017