

## Minutes

### Dr's Gleek, Griffin & Adey Patient Participation Group

Wednesday 19<sup>th</sup> March 2014  
5pm at Tarporley Health Centre

#### **1. Introductions and apologies**

- Attendees: Sue Masterman, Maire Gibson, Jim Hill, Katherine Helm, John Carruthers, Arthur Bristow, Denise Ziman, Robert Ziman & Angie Martyn (Patients), Sam Jeffery, Tracey Brittleton and Dr Jackie Griffin (Practice)
- Apologies: Chris Cornwell-Lee & Anne O'Donnell.

#### **2. Minutes of the last meeting 28<sup>th</sup> January 2014 & Matters Arising**

- Agreed as accurate record, no matters arising not covered on the agenda.

#### **3. Day in the life of a GP Receptionist (Tracey)**

Tracey gave us a wonderful account of the receptionist role at the practice by way of a 'ditty' that she had written herself. It was very well received by all at the meeting and a copy of it can be found at the end of the minutes. The PPG fed back to Tracey that they think the Reception team do a fantastic job!

We then discussed whether it would be possible to have a receptionist working in the 'cubby hole' so that they are visible to patients as the current system can be frustrating for both patients and receptionists. The patients do not know whether the buzzer has been heard and cannot see that the receptionist is on the phone. Tracey and Sam agreed to take this back and discuss with colleagues

#### **4. PPG Annual Report and Action Plan (Sam)**

A draft of the PPG Annual Report containing the Action Plan was circulated to PPG members prior to the meeting. Sam explained that the report and action plan would be published in the PPG section of the practice website by the end of March.

Sam then went through the action plan and gave an update on each of the areas as follows:

- Improve the practice website -> this work is now almost complete; Sam requested that PPG members have a look and familiarise themselves with the revised layout. The most important update is the new PPG section where minutes of the meetings and other supporting information will be published.

Sam asked for feedback from members on the website and ideas for further development.

- Wider publication/availability of the practice newsletter -> Sam reported that the February newsletter has been published and laminated copies are available in all of the waiting rooms. We will also notify patients via email to let them know that the latest copy of the newsletter is available on the website.
- More waiting room visits -> Maire explained that due to unforeseen circumstances the second round of waiting room had been postponed. Maire noted that they would like to target different cohorts of patients by coming to the practice at different times. Maire asked if any of the new PPG members would like to get involved and anyone interested can contact Sam.
- Transport Links -> Sam updated the group on a meeting the previous week. The PPG's from Dr. Campbells practice and Kelsall Medical Centre have also raised transport as a concern so the three practices have joined forces to take this forward. Representatives from the PPGs and the Practice Managers met with the Royal Voluntary Service who gave us an insight into what would be involved with setting up a local scheme. A follow up meeting is taking place on Wednesday 23<sup>rd</sup> April at 10am, Sue and Robert agreed to attend as our PPG representatives.
- Out of Hours Service -> Sam confirmed that she had written to the Clinical Commissioning Group (CCG) requesting that a simple user guide be produced for patients so that they know what to expect when contacting the out of hours service. Sam reported that initial feedback from the CCG was positive and that they will take the suggestion forward on our behalf.
- Disabled Access at Tarporley Health Centre -> Sam advised the group that this will be discussed with the doctors from both practices with a view to exploring options at this stage.
- Recruitment of new PPG members -> Four new members attended the meeting with apologies from two more who we hope to welcome to the group next time.
- Display more Mental Health information -> Sam advised that all being well this will be in place by the end of the month and Tracey offered to assist with this.
- Audit of waiting times in practice -> Sam apologised that this information was not available for discussion at the meeting. It will be a stand alone agenda item for the next meeting.

The PPG agreed that the Annual Report and Action Plan can be published on the website once it has been updated following this meeting.

## **5. Feedback from West Cheshire CCG PPG meeting on 24/02/14 (Sue & Jim)**

Sue, Maire & Jim attended at different times of the day. Sue fed back from the PPG Chairs meeting which took place in the morning and included presentations from Jonathan Taylor of West Cheshire Healthwatch and Lisa Cooper gave a

Patient Experience Presentation, both of these can be found following the link below to the CCG's Patient Participation Group weblog. Jim attended the afternoon workshop session 'Be part of the Conversation Event' and more information about this is also available if you follow the link below.

Here is the link: <http://ppgconnect.informaticscentre.co.uk/>

Sue and Jim felt that the sessions were useful and would be happy to attend future events on behalf of the PPG.

## **6. Direct Divert to Out of Hours**

Sam asked the meeting for their thoughts on our arrangements for diverting patients to the out of hours service. Currently if a patient telephones the surgery when it is closed they call is automatically diverted to the out of hours service. At this point the patient receives an automated saying that the GP surgery is closed and that they have been diverted to out of hours. Patients are given an option not to continue with the call or to hold if they require the out of hours service.

The PPG felt that the current arrangements were fine; they did not feel that an initial message was necessary at the surgery end prior to the out of hours message. They also fully support the automatic divert and would not want to change to patients having to make a second phone call if they need to access the out of hours service.

## **7. Patient Suggestions (Sam)**

Sam went through the suggestions made since the last meeting at the end of January;

- We need more parking spaces & Remove tree and fill in the hole in car park – the PPG are aware of the parking issues and are working with other practices to look at local transport options
- The waiting room smells and is airless – it was noted that we need to open the windows and use the air extraction system now that the weather is warmer
- Annual health reviews for people with long term mental health issues – annual health reviews are available for patients with a range of long term health issues including mental health
- Some children's toys please – as discussed last time, the PPG and practice would prefer parents to bring in their own toys
- I think you are great! – Thank you.

## **8. Practice News (Sam)**

As per the newsletter it is Dr Gleek's last day in the practice on Friday 28<sup>th</sup> March, he will be missed by staff and patients alike. Dr. Dancy joins the Partnership on 1<sup>st</sup> April and Dr. Bate will return to the practice as an associate GP in June. In the meantime Dr. Sian Hartry will be providing locum cover two full days a week.

## **9. Any Other Business (Sam)**

- Healthwatch Engagement visit -> Sam advised the group that Healthwatch were present in the Health Centre on Thursday 13<sup>th</sup> March for a couple of hours in an 'engagement' capacity. They spent time talking to patients and explaining the role that Healthwatch has in the 'new NHS'. Further information can be found at [www.healthwatchcwac.org.uk](http://www.healthwatchcwac.org.uk)
- CQC Visits -> we have been advised that about 30% of practices in West Cheshire will be inspected by CQC between the end of April and the end of June so we could be one of them!

## **Date of the next Meeting**

Wednesday 4<sup>th</sup> June 2014 5pm in the Meeting Room

Sam Jeffery  
Practice Manager  
24<sup>th</sup> March 2014

## **A day in reception**

Its 7.45 time to begin  
The alarm is on time to go in  
Kettles on for morning tea  
Got to prioritise you see  
Next computers to attack  
What is my password, oh heck

At 8 the Out of Hours Service ended  
Phone us and emergencies will be attended  
From now on all is a flurry  
Out of Hours reports to print out all in a hurry  
The blood and other results must be ready  
For the Drs to read by 8.30

Doctors and nurses, counsellors and other staff are in and out  
Some needing attention  
Sometimes it feels like Piccadilly station

The receptionist on the front desk greets the patients  
If they are rude or late we don't lose patience  
We book them in with a click of a mouse.  
Make appointments by the score  
Write on a slip which ends up on the floor

Test results to be given  
Don't ask me what they mean  
I am not a clinician!

The phone never stops ringing  
Little Johnny has bumped his head  
Mum wants him to see a Doctor  
Come and see Nurse Practitioner Nicky instead

Mr Jones's wife has passed away  
Sympathy given that's all I can say  
A baby has been born to Mrs Hall  
Congratulations all is well one and all

My elderly aunt has had a fall  
Just thought I would give surgery a call  
She can't walk what should we do  
Off to A and E with you

Doctor wants urgent results phone the lab  
They have them ready that's just fab  
New patients to register  
A family of four have come from Leicester

TCH and nursing homes want visits done  
No problem someone will come  
To your elderly relative at home  
Or the Doctor will phone

No time for a break, prescriptions to be done  
Faxes and e-mail requests by the ton  
To be ready for Doctors to sign and send at 1

The afternoon post arrives  
Letters from hospitals and results  
On the scanner to be done  
The doctors to read and action before surgery goes on

At 5 we have another cup of tea  
We've deserved it if you ask me  
Rooms to stock with prescription forms and bottles  
and filing by the loads to put away

The phones go over to the Out of Hours at 6.30  
(hurry go over we say)

Home time at 7 all is done  
Who would be a doctors Receptionist  
Me for one!