

Sidney House and The Laurels Surgery
Patient Participation Group Meeting

Action

Minutes of a meeting held at The Laurels Surgery.

16th January 2019.

Members Present: - John Galley (Chairman), Bob Farrell (BF)(Secretary), Vanessa Benson (VB), Ann Martin (AM), Alan Harrison (AH) Peter Elkington (PE), Robert Bates (RB).

Surgery representatives: - Dr. Tom Cunningham (TC), Beverley Jones (BJ)(Practice Manager).

1. APOLOGIES FOR ABSENCE.

Dr. Karen Hall, Dr. W. Siddiqui, Barbara Carr, Theresa Buck, Katrine Brewer (Assistant to PM)

2. MINUTES OF PREVIOUS MEETING.

The minutes of the meeting held on 14th November 2018, having been previously circulated and with the agreement of members, **JG** approved and signed them as a true representation of what took place at the last meeting.

2.1 MATTERS ARISING

No matters were arising from the minutes.

3. PRACTICE UPDATE.

5.1 Organisational Changes to the Practice

BJ advised members that a new salaried GP had been employed by the Practice. With effect from 1st January 2019 Dr Chronin would be undertaking 6 sessions per week. In addition, a further Health Care Assistant (HCA) had now taken up post and an additional HCA was expected to join the team in early February.

In a written report provided in her absence by **KB**, members were advised that the recently experienced IT issues, caused by “routing issues”, had been both regional and national in nature. However, these had now been rectified and the practice computer system was again

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fully functioning. It was also noted that work was progressing on a new web-site for the Practice. Whilst still a work in progress major improvements were anticipated. Staff had tried the new site “in-house” and had found it to be a great step forward. A formal date for it to go live will be confirmed later.

Turning to the telephone system, it was now felt to be working well with no major delays experienced in the queuing system. Looking at stats produced, waiting times on average had been reduced from 11 minutes down to 2 minutes when the period Jan 18 – Jan 19 was reviewed, the use of additional staff and monitoring of the system being cited as the main reasons for the vast improvement.

Responding to a question on DNA’s (did not attend appointments) members were advised that statistics were in the process of being collated, but it was noted that the previous policy of “three strikes and your out” had now been reduced to two in line with regional practice. However, it was stressed that in the past 4 years, only 5 patients had been removed from the Practice lists due to non-attendance. Moreover, the Practice is particularly aware of vulnerable patient needs and would take these into consideration before any decision was made to remove a patient from the Practice list.

In responding to a member’s question about any future CQC (Care Quality Inspection) **BJ** advised members that the last inspection had been in 2015, the partners were well aware that a further inspection could well take place in the near future. Following inspection in 2015 the inspection report had found the practice to be Good in all categories, however much had changed over the last three years. Many of the changes had now been mitigated but nobody was resting on their laurels and every effort was being made to ensure that the Practice achieved another positive report from any future inspection.

4. Date of FUTURE MEETING

It was confirmed that the next meeting will be held on: **Thursday 21st March 2019**, commencing at **7.00 pm (1900 hrs)**.

The meeting is for the Actual PPG and will be held at The Laurels

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Surgery, Boreham.

5. ANY OTHER BUSINESS

5.1 It was noted that in addition to the Practice, support for various patient groups was available. Prime examples were Diabetes and Mental Health support groups, information on which could be found both via leaflets and via web-sites.

5.2 **AM** requested that the newsletter be placed as a permanent item on the PPG agenda. It was stressed that this had to be a joint activity by the members, not just a mission for the Editor. It was also suggested that a photograph be taken of the Reception staff when they receive their new uniforms, this could then be incorporated in the next newsletter.

ALL/BJ

It was also suggested that if possible, all of the old news letters be uploaded onto the new web-site, providing continuity and access to all.

BJ

5.3 In discussing the broadening of the PPG's membership, it was suggested that possibly an ad in the village newsletter or an approach to the Edward Bear Group might be useful. Any other suggestions to be brought to the next meeting.

6. There being no further matters to discuss **JG** thanked all members for their contributions to the meeting and brought the meeting to a close at 19.55 hours (7.55pm).

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