

# THE LEA SURGERY

Patient Participation Group Meeting Minutes.

Date: 24<sup>th</sup> February 2015

**Present:** 13 were in attendance

Apologies: 2 PPG members were unable to attend

Agenda

1. Friends and Family Test
2. Female Doctor
3. CQC
4. New Building
5. Telephone
6. Registration of new patients
7. On-line Services
8. DNA

## 1. FRIENDS AND FAMILY TEST

The process of how the FFT works was explained to the PPG members. A copy of the breakdown of the January forms was given to the PPG members, which showed that 94% of patients who completed the survey this month were extremely likely/likely to recommend family and friends to the surgery. Receptionist got good reviews.

L. H. said that struggling with all the bureaucracy we sometimes don't realise the positive feedback from the patients.

The point brought out was issues with the toilet sometimes being untidy or have a funny odour.

Action taken – we implemented a system where the toilets are checked twice daily, lunch time and about 4.00 pm, when a member of the reception staff will spray air freshener and do a quick tidy if needed. This has proved to be successful in that there have been no further complaints.

## 2. FEMALE DOCTOR

In our previous meetings the issue of shortage of female doctors was raised. We discussed this again today with the PPG members and the update is that we have a locum female doctor now until June/July at which time the female doctor on maternity leave will resume work.

J.G was happy with the help given on the weekend. She was not well and the doctor called her back, telephone consultation, and sent a prescription for antibiotics to her local pharmacy that she could start treatment.

## 3. CQC VISIT

It was shared with the PPG members that we do not as yet have a date for when CQC will be visiting. An issue with the building and trying to sort out extra space has us in limbo. We have ordered new signage for outside which will come next week. Posters for continuity of care have been ordered.

The surgery has just recruited a new cleaning company. They will do audits to CQC standard once monthly.

There is also a whole range of other things to be improved on but we have been delayed due to the uncertainty with the building.

#### 4. BUILDING UPDATE

Dr G shared with the PPG about the action/business case that was put forward to NHS England with the members of the PPG. A meeting with NHS England and Lea Surgery was arranged to discuss the best way forward and what was causing the delays.

It seems that Barts & London is now interested in acquiring the building and it was suggested that Lea surgery put in for a Project Initiation Development (PID) which we have already applied for it. Our desire is to stay in this building and expand to the first floor. The council wants to let the first floor and our concern is that NHS England will drag their feet and we will lose out on the opportunity by the time they make up their minds.

PPG member was suggesting that we put together on an A4 paper a catalogue of events detailing everything that has happened since we started the process of the new building. The surgery has been put through ludicrous hoops to try and sort things out. Chaos has come through the reorganising of the NHS. Now they are trying to co-commission primary care once more. A lot of money has been wasted by the PCT in this process.

PPG members proposed that 2 of the members write to the council requesting that they assist the surgery whilst we wait for the result of the PID bid and what the answer will be. We do not want to lose the opportunity of renting the upstairs in order to expand the surgery.

The 2 members will get together and put something down in writing to submit to the council also the surgery to put in a formal expression of interest.

The council had agreed to do the renovations needed up front to the 1<sup>st</sup> floor and then get that back within 15 months but NHS England spent 10 months trying to get their act together so the council is at the stage now where they just want to rent and get some finances coming in.

The PPG has unanimously agreed for 2 members to act on their behalf to try and buy some time for the Surgery until they know the outcome of the PID bid.

#### 5. TELEPHONE

It was reported that sometimes the telephone cuts off after continual ringing and does not go into options.

Action Point – Practice manager will telephone Peach the phone providers and check this out.

#### 6. REGISTERING NEW PATIENTS

Government has announced changes in the rules regarding registering people living out of the catchment area. Lots of patients, move out of the area and want to stay registered with our surgery. 2 circumstances not to keep on the list.

(1) Housebound

(2) Complex medical needs.

These categories need a GP nearby where they live where the whole team works together in their catchment area.

People who do move out of the area and want to stay registered we then have to notify the health authority that they are now out of area so we are not obliged to give home visits,

#### 7. ON-LINE SERVICES

On-line services are up and running which allows patients the option of viewing their records on line, ordering repeat prescription and booking appointments. A number of the PPG members will sign up for testing out on-line services for 1 month and then feed-back to the group

## 8. DNA LETTERS

We now have to get strict with patient that are habitually not attending appointments they make as this is causing waste of appointments and they will then phone to re-book. The list of the DNA repeat offenders will be given to the doctor tomorrow and he will decide what action to take. A PPG member was suggesting that those who are repeat offenders be triaged when they phone to book appointments as they are also sent reminders of appt date and time. It was suggested by PPG that we put a poster in reception area of the amount of DNA that are causing wasted appointments.

Letters are sent on 1<sup>st</sup>, 2<sup>nd</sup> and on the 3<sup>rd</sup> a warning that if they repeat DNA they may be removed from the practice.

### ACTION POINT.

Do poster regarding DNA from patients.

The meeting closed 2.20 pm