

THE LEA SURGERY

Patient Participation Group Meeting Minutes.

Date: 26th May 2015

Present: 11 in attendance

Apologies: 4 PPG members unable to attend.

Agenda:

1. PREMISES UPDATE
2. FRIENDS AND FAMILY TEST
3. DNA UPDATE
4. REPORTING OF MINUTES
5. ON-LINE SERVICES

1. PREMISES UPDATE

The PPG discussed the building update and what the situation is presently. NHS England have approved funding for expanding upstairs but want a host of information by middle July which is not practicable. The council wants a 15 year lease signed by the principal GP which will make him personally liable and also requested planning permission and loads of other paper work.

The council has kept the building for us for the last year but all the delay is costing them money so they want to lease to other interested parties.

The GP is happy for the 15 year lease but want an opt-out clause for any eventuality. Worst case scenario, stay as we are/close list size/ restrict weekly registration or reduce practice area. An offer was made to submit previous plans to NHS England but we have not heard anything from them as yet.

?Project team may be a good idea. Should expansion not go ahead what is the plan?

The PPG members will discuss what their input could be and show/discuss with Dr G for sign off before sending.

2. FRIENDS AND FAMILY TEST - MARCH UPDATE

The PPG reviewed the results of the FFT for the month of March/April combined.

To recommend surgery

Extremely Likely – 45%; Likely – 44%; Neither L/U – 8%; Unlikely – 1%; Don't know 2%.

Comments ranged as follows:-

Receptionists helpful; Check-in system good; Friendly staff; Good service; Fans for Reception area; Particular doctor dismissive in consultation and Nurse friendly.

Dr Gilbert-Kawai will be returning to work in August and in the meantime Dr Raj is doing daily sessions. There is quite a bit of reform going on at the moment but we should also be getting a trainee doctor as well.

3. DNA update

In the last PPG meeting the question of DNA had been raised. Dr. G advised that we have taken it on board and send letters/ had telephone consultation with the patients but have not removed anyone from the practice list so far. We will continue to monitor the situations.

Someone suggested it is a waste of time and money send the letters as some patients don't learn. Dr. G. is doing telephone consultation to see if they will change their behaviour.

The Nurses also reiterate to the patient the importance of attending their appointments. Some patients used to DNA the morning and telephone and make an appt for the same day. This has been stopped. There seems to be an increase in demand at the moment for appointments so this is why it is important that the patients do not waste the ones available.

4. REPORTING OF MINUTES

The reporting of the minutes was discussed and the importance of what is documented and who it is attributed to. It was discussed during the previous meeting when it was decided by all present that the minutes were an accurate account of what transpired.

An altered amendment will be sent.

The members of the PPG were thanked for all their continuing support. The 3 areas we will be looking on is rope barrier; patients with special needs (poster) and painting the walls; wall protectors and re-applying for the training practice status.

There will be CQC inspection within the next 12 months.

5. On-Line Access – PPG Members

Some of the PPG members are trying out the on-line services and will give feed-back in the next PPG meeting in 3 months' time.