

SHIRES HEALTH LIAISON – PATIENT PARTICIPATION GROUP

MINUTES

Date: 19TH September 2017

Chair: Kim Kirby

Present: Kim Kirby, Alan Barson, Barry Henderson, Carol Miskelly, Chris Wilson, Madeleine Mitchell, Zoe Tennant

- 1. Apologies:** Glynn Brown
- 2. Welcome:** Carol Miskelly. Carol was previously a member representing the Pear Tree residents association.
- 3. Approval of minutes:** 16th May 2017 – approved. Matters arising – Vice Chair needed, Ann Roper voted in as the Vice Chair.
- 4. Membership of PPG: Possible new members** - Glynn Brown sent his apologies he is unable to attend this meeting. Captain from the Salvation Army – Ann will speak to the captain prior to the next meeting. The group decided that a possible new member could be invited to attend an initial meeting and if it was thought to be useful to the group they are representing if they then attend for a further 2 meetings they will be classed as a member of Shires Health Liaison PPG.
- 5. Friends & Family Test Results:** July 2017 only 2 responses, both likely to recommend the practice. August results not available.
- 6. Comments via Healthwatch:** 6 comments received, no contact details available for the patients making the comments. Comments about the appointments system, receptionists, practice nurses and prescriptions.
- 7. NHS Choices:** Zoe demonstrated the NHS choices website to the members.
- 8. Extended Access:** The government is proposing that practices open 5 days per week (Mon-Fri) between 8am and 8pm from April 2018. The practice currently opens late on 3 nights per week. In April 2019 the Government is proposing that practices open Saturday and Sunday mornings and all Bank Holidays except Christmas Day and New Year's Day.

The practice has offered to open Monday to Friday between 8am and 8pm but will not be able to open Saturday and Sunday mornings. The CCG has rejected the offer of late night working 5 days per week from April 2018 as we cannot do one without the other. The practice would have to cover on its own the weekends. The implications for this are that we would lose appointments in the week if the GP's had to work weekends. We have no other practice to jointly work with to ease the burden on the practice.

At present this has been handed back to the CCG for them to commission a service, Monday to Friday 8am to 8pm and Saturday and Sunday morning.

This would mean that from April 2018 the practice would no longer be providing 3 late evening surgeries as the funding would have been withdrawn.

9. Patient Survey: National results – to be discussed at the next meeting in depth.

10. Call Queueing System: In light of the results of the patient survey, healthwatch and comments from Patients we have increased staff first thing in the morning to five people answering the telephones and dealing with patients at the reception desk. The practice is also looking at purchasing a call queueing system. This is very expensive and the practice would welcome the PPG's thoughts on this.

The members of the PPG present at the meeting unanimously agreed that this is a good idea. Patient's would then know how busy the telephones are and where they are in the queue to be answered.

11. Building Resilience: The practice has appointed a Polish receptionist, Barbara, on a two year fixed term contract funded by part of the building resilience funds. The practice has also advertised for a full-time Clinical Pharmacist using the building resilience fund.

12. Patient reference group: Zoe has been contacted by Sue Machin from Hardwick CCG and Gillian Orwin, CCG layperson regarding attendance at the PRG. There has not been any representation from Shires in over a year.

13. CONFIDENTIAL SESSION:

A.O.B.

- Credit Union – set up at the Methodist Church on Wednesday mornings. They can help with completing forms and housing benefit applications.

NEXT MEETING DATES:

31st October 2017

12th December 2017