

# Notes of Salisbury House PPG Meeting

## Monday 27th April 2015

Present: Monica Howlett (Chair), Ian Reynolds, Zadie Hartwig (Practice Manager), Mike Banham, Peter Albertella, Deborah Billingham

- 1) Apologies received from Amy Huxtable-Reid.
- 2) Welcome - no new members.
- 3) The notes of last meeting on 16th March 2015 were agreed for accuracy.

Matters arising:

- Phil had produced graphics of the patients' survey. It was agreed that they should be presented in a suitable form for the notice board. **Action: Monica to liaise with Phil.**

- Systemone. Zoe had spoken to other surgeries and they send a text reminder 24 hours before appointment. Salisbury House sends a confirmation text when appointment is made. Monica said a reminder text would be welcome, but she accepted there would be a cost and BCCG will be removing funding shortly. This would be an item on the agenda of the Clinical Board meeting on 12th May. Monica said this would be high on patients' agendas and Zoe agreed that more patients would fail to attend their appointments if they were used to this service and it was discontinued. **Action: Monica will raise at Leighton Buzzard PPG Network meeting.**

- Patients' results. Zoe said the confidentiality issue was fine. She is uneasy about posting results on Friday because patients would not be able to speak to the surgery and might worry over the weekend. Monica suggested posting them Monday to Thursday. Zadie had talked to Sally and would talk to clinicians next Friday. Monica said that, in her experience, sending results at the weekend had been considered to be for the greater good with little patient anxiety. Ian said there would be more anxiety if results were not available. Zadie was worried patients might go to A & E. Monica suggested a one-month trial. Zadie agreed having fewer patients phoning in would reduce pressure on the team. If patients register online, they can get their results.

- Work proposals discussed following the meeting.

4) Monica reported on the Leighton Buzzard PPG Network meeting of 23rd April.

a) Leighton Buzzard Network is out of sync with the rest of Bedfordshire. A new Locality Manager, Beth Collins, has been appointed who is very experienced. She is already LM in Chiltern Vale. She has already been to LB Network Group and had a meeting with the Chair. LB is small and the LB Network Group hasn't had much support e.g. having to ask for meetings and guidance, no two-way communication. Beth's appointment should change lines of communication for the better and may impact on the Clinical Board's functions.

Dr Marshall represents LB at the BCCG. Monica asked for confirmation that when purchasing care for LB, what model is used? Zadie explained that practices get together to purchase individual services e.g. dermatology and they are still discussing a federated model.

b) NAPP Awareness Week. Monica said a joint notice about the local PPGs is being prepared for the local paper which will include our achievements from last year's statement and the Network Group statement and will be issued to the local press, The Vine and Event magazines. Ian said people don't buy the paper, and it should be requested to go on the LB Observer website and local Facebook pages e.g. Leighton and Linslade Spotted.

c) The work project "Care of the Vulnerable". Monica said she continued to maintain the groups decision that SHS would support this if and when it had clear and relevant objectives. Currently, it is very nebulous. What should it focus on? Possibly leaflets or a befriender scheme? In preparation Zadie had circulated the numbers of over-75 patients to the PPG members.

d) Aggregated Survey Results. Salisbury House did not want the 2014 results sent to the Clinical Board as they were not measuring like for like. One surgery used different questions and some measured in May while SH measured in November. Zadie said that if measured properly, we could learn from them. **Action: 2014 results to stay in house. For 2015, the questions should be agreed and the survey carried out at the same time for all practices.**

5) No GP attended the meeting. Zadie said that clinicians had agreed to attend future meetings on a rota, providing they were first on the agenda and could then leave. Monica asked if there was a commitment to the PPG. Until recently, there had been regular attendance, a clear sense of ownership, and the opportunity to ask questions. Ian had attended several meetings at another LB practice where a senior practitioner was always in attendance. Zadie pointed out that their meetings were held during the day. **Action: Zadie to agree rota with clinicians.**

6) Zadie brought the committee up to date on staffing matters.

A new GP Partner will be starting in August. Dr Sarwar is leaving at the end of May and will be replaced by a salaried GP, Dr Teehan, in July. She is relocating her family from Grimsby, is keen to be a GP Trainer and will be put through the course. Dr Matthews will be appointed locum to fill the gap.

Nurse Practitioner Carol Bunting left the practice on 27th April to return to community nursing. She has not yet been replaced owing to lack of suitable applicants. Helen Ingle's daughter will be joining the practice, but is coming straight from a hospital appointment and will therefore need training. The Bassett Road Nurse Practitioner will do an extra shift for us. Practitioner training is difficult and the course is not available for a year. Zadie said she might be forced to look at agency staff. Monica asked if a paramedic could be appointed. Zadie said we would need an advanced paramedic and that would be too expensive.

The Practice Finance Manager has left having been appointed Practice Manager in Wing. The Finance Assistant will do more hours and Zadie has taken on half the role. In recognition of her extra responsibilities, Sally Szuca has been appointed Deputy Practice Manager.

Zadie said that our high level of staff turnover is reflected throughout the locality and that appointing clinical staff is proving increasingly difficult. Increasing population is putting extra strain on surgeries. Local MP Andrew Selous has announced an additional surgery for East Leighton Buzzard to cover the population moving in to the new housing development, but this will be difficult to staff.

The role and purpose of the PPG was discussed after the meeting.

7) AOB. Ian spoke about the NAPP Conference and that each surgery can send two delegates at £69 each. Monica agreed that attendance would be beneficial and that the practice might fund the delegate in future years. For the purpose of this year it was agreed that the two delegates from Leighton Road Surgery would provide feedback.

Mike volunteered to maintain the PPG notice board which needs to be revamped. Some notices have to stay. The latest PPG minutes should be posted, PPG application forms replenished and the new newsletter will shortly be available.

Amy has articles for the newsletter and her husband is designing it. Phil has seen Sally about putting minutes on the Practice website. Sally and two other staff have access to changing the website. The PPG cannot have access to their section in isolation and therefore changes need to come through Sally.

Self login in reception has been offline recently. However patients may not be aware that it can only be used if a patient has an appointment with a specific doctor. Does NOT work for the Sit and Wait Clinic.

Next Meeting : Monday 8th June at 6.00pm. Ian to chair in Monica's absence. Monica to provide agenda.

UPDATE ON 30/5/2015 MEETING DATE CHANGED TO 1<sup>ST</sup> JUNE AT 6PM AS IAN NO LONGER ABLE TO CHAIR ON THE 8<sup>TH</sup>.