

MINUTES FROM PATIENT PARTICIPATION GROUP

TUESDAY 14th MAY 2013

Attendees:

From the Practice:

- Dr Vino Ganespathy
- Dr Nicola Goode
- Carol McAndrew

Patients:

- Kenneth Leedham
- Marie Carey
- Robert Hargreaves
- Barbara Hargreaves
- Sheila Whitehead
- Barbara Bown
- Jacqueline Evans
- Helen Vickrage
- Terence Blakeley
- Sandra Archer

Apologies:

Stephen Neal
Tom Goode

From the PPG at Hobs Moat Surgery

- Joyce MacNicol

Minutes from last meeting were approved and signed off.

Joyce kindly attended our meeting to advise us on how the PPG gets involved at Hobs Moat. We all agreed that 'targeting' patients was a problem and discussed how we could reach patients and get their opinions without using mailshots. Joyce suggested PPG members coming into the surgery and speaking direct to patients about the service they receive and what improvements can be made. It was suggested to use open questions and to use a rate score system as we can ask why that score was given. Helen and Jacqueline have volunteered their time to do this and will let Carol know a date.

NHS 111 was discussed at length as there has been so much publicity on this at the moment. This surgery still use BADGER out of hours and so it really doesn't affect our patients at the moment. NHS 111 has taken over NHS Direct and it is a freephone number. The improvement over NHS Direct is that NHS 111 can triage calls and transfer the call rather than the patient waiting to be called back. NHS 111 have asked for feedback via their GP surgeries.

Urgent care is still a big issue and the Practice are working with the CCG (Clinical Commissioning Group) to try to improve this. We feedback our concerns regularly to the CCG and they would welcome feedback from patients. We already have Virtual Ward, which is made up of community nurses who look at patients who are regularly in and out of hospital. The nurses try to help out with occupational therapy, physiotherapy and general support in the patients home to avoid hospital admission.

At a Practice meeting recently a representative from the Alzheimer's Society came out and gave a presentation on the services they offer. It is a project just for patients with a Birmingham postcode and it has been set up with an early intervention drive, to reach people in the early stages of dementia or a possible diagnosis of dementia.

They have a team of one to one support workers and can see patients at home. There are be-friending volunteers, yoga and gentle exercise sessions. Its aim is to encourage patient to become more active. They only work with patients for six months. Barbara will be updating the PPG notice board with information.

Helen, Barbara and Jacqueline are putting together a new newsletter to include the Alzheimer's Society information and self care at home information. The newsletter will also inform patients the ladies will be coming in to ask patients opinions and ask for feedback.

Dr Goode spoke about the CQC (Care Quality Commission). We registered with the CQC as of 1st April 2013 and have agreed to quality standards. We have our policies and protocols updated and all staff are aware of where to access different information and guidelines if required. Dr Goode broke the standards down into section:

Consent – before the Clinicians and nurses do a procedure or even see patients they have to make sure they have consent, not necessarily written consent, this can be done verbally.

Personalised care treatment – nutritional needs and support is given and co-operation with other providers is required.

Safeguarding adults, children and vulnerable adults – if we have concerns we need to contact Social Services. Recently we had a staff meeting and this was discussed and all contact details are displayed on staff notice boards.

Infection control – this is in place to protect patients and staff, clinical staff need to ensure they have the correct equipment and sharps boxes are situated in the correct place. Aprons, gloves and eye protection are always available and should be used when appropriate.

Management Medicines – safeguarding procedures are in place to ensure repeat prescribing is safe, for example if a patient is on warfarin they will require a blood test before a prescription is issued to make sure they are within the correct range.

Safety of premises – making sure premises are safe and we have facilities for disabled patients.

Staffing – new staff have appropriate training, CRB checks in place if necessary, etc.

Quality and Management – complaints procedure in place and complaints discussed at meetings.

Notification of incidents – significant events procedure in place and discussed at meetings.

Records – make sure they are kept safe and up to date and if transferred this is done securely.

Chair: Stephen Neal

Secretary: Jacqueline Evans

NEXT PPG MEETING ARRANGED FOR TUESDAY 6th AUGUST 2013 AT 6.30pm