

MINUTES OF PATIENTS PARTICIPATION GROUP HELD 2ND FEBRUARY 2017

Members Attendance

Mary Stannard	Chairman
Geoffrey Morris	Vice Chairman
Cheryl Fernandes	Practice Manager
Val Hembrow	Secretary
Elliott Thorne	Administrator
Jane Chew	
Jeya Jeyaratram	

Appologies: Canagasabai Gunasegarum

Mary Stannard welcomed the members and the minutes of last meeting were accepted by the Committee. An apology was sent by Mr Gunasegarum. for non-attendance.

Text messaging to remind patients of their appointments was discussed.

It was brought to the forefront that the booking machines in the surgeries were not fully understood as sometimes patients were left waiting in the waiting room because they had not read instructions on machine and followed them to the end and thus had not pressed the finish button. It was felt that a notice should be put above the machines to bring this to the attention of the patients. - Val to action

Elliott spoke about on-line booking and informed the Committee that the the code given when registering for this service only lasted for a period of time and then had to be renewed.

Jane queried book on the day only.

Elliott replied that appointments could be booked a few weeks in advance but not in the immediate future as these were blocked by the doctors and reception were instructed that they are not able to open these appointments unless instructed by a doctor to do so.

Mary asked about progress on on-line booking and Cheryl replied that new registrations were being made but that we had to get more people to register. Val said that receptionists offer this service when patients complain that they cannot get appointments due to the phone being engaged for long periods of time between 8.15am and 9.30am by which time all appointments were normally taken.

Elliott said that many patients DNA appointments and do not cancel appointments which costs the surgery money and wastes doctors time.

Cheryl said that we did have a voice message ansaphone incorporated in the telephone system which was only occasionally used.

Letters would now be sent out to patients who DNA more than once.

Cheryl then went on to inform the Committee that CQC had some concerns about the Woodcroft Surgery and had visited. This visit was done at very short notice as Mulberry had just taken over Dr Makanji's surgery and there were a lot of points which had been picked up at an earlier visit before Mulberry took over the practice. After very much hard work by herself and the staff the inspection got a good report overall.

NHS England had taken over the surgery and Dr Makanji retired. CQC were concerned about patient safety. All improvements which have been done since Mulberry took over were all satisfactory.

Mary asked if there was a defibrillator at Woodcroft. It was confirmed by Cheryl that this was now in place.

Jane asked how Sefton would get on with Health & Safety with the staircase therein. She brings her mother to Sefton and finds the stairs very difficult and asked what would happen if there were to be a fire and how disabled people would get down in a hurry.

Elliott replied that on the computer screen when the patients names are called up there is an alert for disabled patients stating that they should be seen downstairs which we try to accommodate.

Cheryl told Committee that the surgery is now in the throws of employing another full time doctor.

Mary queried why not a triage nurse.

Cheryl replied that after discussion Dr Tobias and Dr Gomes had decided that there was a greater need for another doctor.

Mary stated that she was concerned about the CCG lack of accountability and was surprised that Dr Frost had links with 'Out of Hours' services and referral management not being privatised.

Elliott said all referrals were now triaged by RMS who decided what happened to them and whether they would be ongoing or returned to the surgery. Committee members were surprised and somewhat perplexed that a triage doctor to overrule the GP's.

Mary asked if CCG would come to meeting to explain and justify triaging appointments and also maybe discuss expenditure.

Jane suggested the Regulator Management Services should be involved in this.

Mary too many excuses given. PALS like to have prepared statements to read out.

Vice Chairman said through the system PALS were good. Maybe needed a combined forum rather than just one practice manager – something which has never been done.

Jeya asked if all surgeries go through this with CQC etc and Cheryl confirmed they do.

Mary recapped and said it was wrong that doctors were triaged for referrals etc.

Elliott said that referral get passed back and forth between RMS and surgeries thus wasting time for the patients especially if their problem is urgent

Geoffrey felt that maybe this should be given to the media.

Mary felt that perhaps the local MP.

Cheryl requested that perhaps Dr Mc

Makanji's patients should be represented within the Committee. Mary to Action.

Jeya felt that minutes of the PPG should be sent to all members including the virtual group.

Nexr Meeting – Thursday 25th May 2017 at 10.30am at Woodcroft Medical Practice.

Meeting concluded at 11.30am