

Patient Participation Group (PPG)

| 5 th Feb 2015 | | 6pm to 7pm | Crawcrook Surgery |
|---|---|--|-------------------|
| Chairperson | Jaqueline Apperley | | |
| Timekeeper | Paula Wright | | |
| Minute taker | Paula Wright | | |
| Attendees | Jaqueline Apperley, Kevin Maddison. Jon Comb, Win Comb. Bill Wooldridge, Pam Brougham, Dr. Anil Doshi, Mel Shotton (Practice Manager), Paula Wright (Admin) | | |
| Apologies | Caroline Thirlaway, Jean Callender, Christine Squires, Rod Anderson | | |
| Agenda <ul style="list-style-type: none"> • Minutes of previous meeting (matters arising) • Disabled parking/emergency vehicle access • Car parking • Locum staff • Patient survey • Why is practice number withheld • Comments/complaints etc • Action plan update (attached) • Any other business • Next chairperson • Next meeting | | Raised by JA JC JA JA BW | |
| Matters arising from minutes of last meeting: Chairperson (JA) read through a summary of last PPG minutes; these were agreed. Matters arising were by BW: way was there no constancy between clinicians in how they called patients to their consulting rooms - some use the electronic screen to call patients and others walk up the corridor. AD responded that this was the personal prerogative of the individual clinician which he supported. Clinicians are often sitting for many hours and some prefer to stretch their legs between appointments and others not. It was also noted that the electronic screen needed to be regularly updated as sometimes the flu message was still there in the summer. | | | |
| Actions | | Owner | Deadline |
| Remove and update messages on jayex | | LS | Ongoing |
| Disabled parking/emergency vehicle access: A forum member experienced abuse after challenging someone who had parked in a disabled bay, which is unacceptable. Discussion took place about the appropriate use of these bays. Acknowledged this has been an ongoing difficulty since the new premises opened. Previous practice manager had consulted with Gateshead Council/Highways Authority about legal enforcement but the matter had not progressed in any official capacity with the council. The PPG agreed that Crawcrook Surgery would write to the council formally about the lack of progress. It was suggested that Bright Sparks management might be willing to use its newsletter to remind its users to respect the appropriate use of bays. Also noted some PPG members may raise the matter separately with local councillor(s) | | | |
| Actions | | Owner | Deadline |
| Signs put up in waiting room and in windows facing parking spaces. | | pw | done |
| Write to council | | ms | Next ppg |
| Speak to local councillor | | jc | Next ppg |

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Locum Staff: JA reports hearing good feedback in waiting room re reception and clinical temporary staff. We have had 3 permanent staff leave recently, 2 long term receptionists retired, one was in response to abuse they receive regularly at reception

| Actions | Owner | Deadline |
|---------|-------|----------|
|---------|-------|----------|

Patient Survey: Patient survey now superseded by “Friends & Family Test” and ccg initiative called “I want great care”. Our internal action plan developed with PPG still stands. Links to F&F on our website. Can receptionists ask patients to fill it in at point of entry. Could we incorporate f&f summary into monthly newsletter?

| Actions | Owner | Deadline |
|---|-------|----------|
| Ask receptionists to give F&F tests to patients | ap | ongoing |
| Incorporate F&F summary into newsletter | pw | Ongoing |

Why is practice number withheld: Discussion about the withheld number function when administrators call patients from Crawcrook Surgery. This appears to be an inadvertent function of the telephony package. It was agreed it would be better for patients receiving calls from us to be able to identify the number. Crawcrook Surgery will look into this and see if it can be removed. However, it was noted that when clinicians call patients from their consulting rooms their numbers are withheld for good reason – to prevent interruption during clinics.

| Actions | Owner | Deadline |
|-----------------------------------|-------|----------|
| Ring BT server and ask about this | pw | Next PPG |

Comments/complaints: MS asks that the ppg work with us on patient practice relationship.

PB thinks things have improved in last 6 months. Our receptionists are constantly subject to abuse from frustrated patients who do not appreciate that systems are in place for patient safety and confidentiality.

We are aware people coming to the health Centre are often ill and are not going to be at their best, but stress levels of staff having to deal with rude and abusive patients means we have a high degree of sickness, which only compounds the problem. Patients themselves have a responsibility to behave in a reasonable manner when visiting us, and allow us to help them with problems rather than be a target for their frustrations.

JC mentioned that intemperante responses on social media could have repercussions with Clinical finding. The PPG will set up a small working party on patient /practice relationships.

AD notes that there is a problem in primary care generally – shortage doctors and trained nurses, people in the field are working under very stressful conditions and extremely long hours (even if it only appears that they work part time clinical hours, there is a vast amount of paperwork). For example it is usual for GP's to be working 14+ hour days. GP Practices deal with 90% of NHS contracts but receive less than 10% funding. There is a national campaign ([Put Patient's First](#)) which we have tried to publicize but it is making little impression on the public.

AD notes that the clinicians at Crawcrook are working extremely hard to keep service going and problems are made worse that public expectations of the NHS are not realistic – all Primary Care is struggling but we continue to be positive and to try

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to improve systems and processes, as well as service delivery.

| Actions | Owner | Deadline |
|---|----------------------------|----------|
| Contact Castle Prudhoe re their CQC rating | ?? | |
| Task and finish group to look at how to improve patient/practice relationship | JA. KM. WC. JC. PB. ?BW | ongoing |

Any other business:

Important changes to repeat prescribing policy: MPS (Medical Protection Agency) advise that best practice for ordering prescriptions is that this is not done on the telephone. This is for patient safety. AD has written a new protocol in line with best practice recommendations which will involve a lot of change both clinically and clerically. Its implementation will be a challenge with patients used to ordering medications on the phone. The partners are currently meeting every two weeks to discuss this.

Implementation could be helped if done in conjunction with the PPG. This will be on next agenda to discuss further how to introduce changes to practice population.

Flu day 2014: some nurses were calling the same patient twice. Passed to MS to note for next flu day.

GP clinical staff cover at Greenside: no time to discuss – carried over to next meeting.

Items carried over to next meeting

GP cover at Greenside
Task and Finish group re improving practice/patient relations

Next meetings

Thursday
9th April
11th June
6th August
1st October
3rd December

6pm Crawcrook Surgery

Next chairperson

Jon Comb