

Sidney House and The Laurels Surgery
Patient Participation Group Meeting

Action

Minutes of a meeting held at The Laurels Surgery.

14th November 2018.

Members Present: - John Galley (Chairman), Vanessa Benson (VB), Bob Farrell (BF)(Secretary), Theresa Buck (TB), Ann Martin (AM), Alan Harrison (AH) Peter Elkington (PE), Robert Bates (RB).

Surgery representatives: - Dr. W. Siddiqui, Beverley Jones (Practice Manager), Katrine Brewer (Asst to Beverley Jones).

1. INTRODUCTIONS.

Following the last meeting where it was agreed that members of the virtual group be contacted to confirm names of those interested in joining the formal committee, the PPG were pleased to welcome Mr Peter Elkington and Mr Robert Bates to the meeting.

In view of their addition the opportunity was taken to make introductions around the table.

2. APOLOGIES FOR ABSENCE.

Dr. Karen Hall, Dr. Tom Cunningham, Barbara Carr.

In opening the meeting, John Galley advised members that Ray White had advised him of his decision to resign from the committee, with immediate effect. He confirmed that he had been in contact with Mr White and in accepting his resignation had thanked Ray for his long service to the committee and his very helpful input.

3. MINUTES OF PREVIOUS MEETING.

The minutes of the meeting held on 12th September 2018 were tabled and with the agreement of members, **JG** approved and signed them as a true representation of what took place at the last meeting.

3.1 MATTERS ARISING

No matters were arising from the minutes.

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4. APPOINTMENT OF NEW MEMBERS TO THE PPG

Covered under Item 1 (Introductions)

5. PRACTICE UPDATE.

5.1 Organisational Changes to the Practice

BJ advised members that since the last meeting, the practice had recruited a new Reception Supervisor to the team. Both staff and patients had noticed a significant change in service delivery and staff morale. In addition, a further salaried GP had been employed by the practice and was already in place. Members welcomed the addition of Dr Cronin who would be working on Mon/Tues and Fridays.

The practice was also looking to recruit a new HCA and a further practice nurse. An offer of employment had been made to an HCA (response awaited) and the search for a suitable practice nurse was on-going.

Following discussions with the reception staff at both practices, it had been agreed that at the earliest opportunity (anticipated Jan 2019), they would be issued with an agreed uniform. This, it was hoped, would provide them with greater identity within the surgeries and go some way to reduce the level of verbal abuse they received.

Much concern had been expressed about the non-availability of the flu vaccines and the short notice cancellation of the flu vaccine clinics. In giving a detailed explanation of the problems that had led to this situation, BJ confirmed that initially there had been a national shortfall in manufacture of the vaccine, and then failure of one of the practice fridges had meant that a large quantity of the in-house supply had required its withdrawal and subsequent destruction. Following discussion, it was agreed that a full explanation would be written for inclusion in the next patient's newsletter.

KB discussed the telephone system and confirmed that the system, following various tweaks, was now felt to be working well with far fewer complaints being received. One major reason appeared to be the availability of the on-line appointment booking system, and whilst not accessible to all patients, it was seen to be a major benefit to many. However, to ensure that those with computer access did not gain over

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those that did not, appointments were currently restricted based on 30% on-line and 70% via telephone bookings. This level would continue to be monitored and changes made as felt appropriate.

WS advised members that the previously discussed extended hours appointment service was now up and running and whilst considered a success, currently only 68% were being taken up Mon-Sat and 42% on Sundays. Three clinics were available in mid-Essex (Sainsburys Boreham, Maldon and Braintree) and appointments could be made via the practice GP triage system during normal hours, or via the 111 phone service out of hours.

In response to a question, WS confirmed that there was currently one Registrar working within the practice, with a further registrar scheduled to commence work in Feb 2019. Both were fully qualified doctors, now working towards formal GP qualifications as part of their personal development.

Finally, it was confirmed that the “books” remained closed to new patients. However, whilst it was envisaged that this would remain the case for approximately 12 months, it was to be hoped that when the new Beaulieu Park GP practice opened, we would be able to reduce our catchment area in that direction and re-open to new patients.

6. Date of FUTURE MEETING

It was confirmed that the next meeting will be held on: **16th January 2019**, commencing at **7.00 pm (1900 hrs)**.

The meeting is for the Actual PPG and will be held at The Laurels Surgery, Boreham.

7. ANY OTHER BUSINESS

7.1 Further to the difficulties that ensued when a possibly suicidal patient had attended the practice, members were advised that further discussions had taken place within the practice. The matter had been viewed as a significant event and was being taken very seriously. Further research into the event was to be undertaken.

BJ

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7.2 Members noted that mental health and well being courses were being offered, currently a 6-week course being available in Maldon. Further information would, if possible, be obtained by the practice.

BJ

7.3 It was noted that “belly dancing classes” were available at U3A, with other classes and support groups being accessible, you just had to look.

7.4 A further appeal was made for information suitable for publishing in the newsletter. It was agreed that in support of the article on the flu-jab issue, informative pieces could possibly be made available as an introduction to the new staff members.

BJ

8. There being no further matters to discuss **JG** thanked all members for their contributions to the meeting and brought the meeting to a close at 20.30 hours (8.30pm).