

**Wolverhampton Road Surgery  
Patient Participation Group Meeting Minutes to Discuss Patient Survey  
18<sup>th</sup> September 2014**

**1. Present:**

Paul Meredith (PTM), Valerie D'Arcy (VDa), John Woodward Hilary Tilstone, John Eaves, Sonia Nicholls Janet Jones, Colin Jones, Rita Marsden, Michael Creek(MC), Nigel Cooper

**2. Apologies:**

Apologies were received and accepted from the following group members: James Durkin

Minutes of the last meeting were agreed as accurate.

**3. Matters Arising:**

3.1 Carparking. VDa explained some of the issues that have been encountered in recent weeks. The issues were discussed in detail. PTM suggested that representatives from the PPG could support the practice and come to monitor the carpark. Nigel and John (E) offered his support. Colin agreed to add a section to the patient newsletter.

3.2 Phone Access Issues: Issue when using the using the automated answering system. VDa to check the pathway for patients that need to speak to the secretarial team.

3.3 VDa to bring PPG report on number of calls per day.

3.4 Dementia First Service. Rose has left the practice as Care Facilitator and Abby (previously one of the practice receptionists). Once Abby has settled in she will be invited to the group to inform of progress. VDa explained to current service. PTM explained that the Memory First service is being expanded into a Frail Elderly service. PTM detailed the service.

Dr Fletcher joined the meeting

3.5 Urgent Care Service Call back to Patients. Dr Fletcher detailed how the Urgent Care Service currently operates and how he manages patients and calls on a daily basis. Dr Fletcher detailed how calls are prioritised and patients seen based on medical need. PTM explained that some calls take much longer in order to fully assess the patients medical problem. Nigel asked if this service was something that the practice had to do. Dr Fletcher explained that this was a development that the practice had to do in order to overcome current pressures. Dr Fletcher explained that any calls that are deemed as 'non urgent' that may not be actioned that day would be assessed and appropriate action taken. It was explained how the process is undertaken to assess urgent and non-urgent calls (staff training and experience).

John (W) asked about Dr Fletcher's Wednesday morning clinics and it was explained that these appointments were for complex patients that he deemed he needed to provide continuity of care.

3.6 Patient Survey. An in depth discussion took place about patient satisfaction and individual GP care provision. Dr Fletcher detailed his thoughts on why some areas of the survey came back with lower results. Dr Fletcher explained about current demands on resource, and limited resources available. Michael asked if the PPG can help the practice to understand how we can evaluate current demands and concerns. To be discussed under the Friends and Family Test agenda.

\*\*Hilary temporarily left the meeting

John (E) raised the INRstar service and how we can raise activity to have finger prick tests for warfarin management. The practice needs to market this more proactively. Colin agreed to add a piece in the practice newsletter. PTM to provide some detail for Colin to populate the article. VDa to raise with the nursing team.

4.0 Flu Clinics. The flu clinics are now on the system including child flu clinics. Doctors will also be undertaking ad-hoc visits to care and nursing homes and the housebound. Pharmacists will be providing flu vaccinations from 1<sup>st</sup> November. Carers are entitled to the flu vaccination and we need to promote. VDa asked that Colin adds a piece in the newsletter to ensure carers provide the correct contact details for the practice computer system. Michael to raise at the local Carers Group.

5.0 Care Plans. VDa asked the group to promote the use of care plans.

6.0 Summary Care Record (SCR). The practice has had the SCR uploaded. All patients that have already opted out of this previously will not have had their SCR shared.

7.0 Colin to raise the need to have current e mail addresses on the practice computer system.

8.0 PTM gave an update on the Friends and Family Test and the introduction on 1<sup>st</sup> December. PTM explained what was required and how the practice intended to implement. PTM asked for support from the PPG to promote.

9.0 New Staff. Dr Lim as joined up as a medical registrar for the next 6 months (Dr Lim) and Chris Ward is our current medical student. We also have a student from UCL. The practice has a number of new admin staff in post. John (W) asked if the PPG could be involved in the recruitment of new staff (medical and non medical). This was discussed and VDa explained the current situation about new registrars joining the practice. For non medical staff PTM and VDa will discuss PPG members being involved in interviews. We have 3 new admin staff: Hannah replaced Lucy, Angela replaced Pauline, and Rachel has replaced Laura.

AOB

10.0 Toilets being blocked. VDa discussed that we should cover this with changes to the daily housekeeping checks.

11.0 Room numbering changes. Nigel commented that the rooms should all be numbers and not the mix of numbers and letters as currently used. VDa and PTM to assess if all rooms should be numbered.

12.0 Rita raised concern that the local health economy tightening criteria for the provision of hearing aids.

13.0 Michael raised some issues about the appointment system.

14.0 Stafford and Surrounds district wide PPG. No information from this at the current time.

Date of Next Meeting: 18<sup>th</sup> December at 2.00pm