

**Minutes of PPG Open Meeting
at Kingfisher Surgery
On
Saturday 22nd November 2014**

Present:

Harriet Marshall (Practice Manager McClaren Perry); Lynn Talbot (McClaren Perry); Lis Fitzgerald (CSU for GEM); Diane Gordon (Manager Healthwatch MK); Hilda Kirkwood (Chairman Healthwatch MK); David Jones Chairman of PPG; Jean Forrest Secretary PPG; Sandra Adkin Treasurer PPG; Martin Neville PPG

Part 1 - GENERAL:

Introduction:

The above people introduced themselves to those attending the meeting

David Jones explained the purpose of having a Patient Participation Group. Not only is it to represent the patients of the Practice and their views but to provide a supportive but critical friend to the Practice itself. We have a Work Plan in place that is the basis for supporting and improving the Practice, which is reviewed at our monthly meetings. The group is open for anyone to join who has the time and commitment but we do have a maximum number of 12 simply because a group this size is manageable and more effective.

Headlines from Practice – focus on GPs

Harriett acknowledged that the past year has been very difficult for patients with several different GPs and practice staff changes.

She explained that there is now a robust plan in place to move the Practice forward. Dr Marios Josephidou and Dr Matthew West are confirmed as permanent doctors and the Practice is hoping to employ two female part time doctors. Interviews have already taken place. Meanwhile, we have a Locum who is very popular.

Appointments/improving access

Various types of appointments have been trialled, telephone, skype and triage, with varying degrees of satisfaction/success. Harriet is aware that there have sometimes been difficulties in people getting appointments the same day. Appointments are released at 8am and again at 12 noon. There are also slots kept free for emergencies. On the day of this meeting everyone who requested an appointment was successful. But this can vary due to a number of factors. Pre bookable appointments are also available. There is discussion and a review taking place at the moment regarding the length of time for an appointment, which is 10 minutes. Offering longer appointments and how to make that workable and fair is quite a challenge given there are only so many slots in a session. Harriet also acknowledged that patients, particularly older ones, like to see the same Doctor, this has obviously been difficult during the past year.

Range of services and staff mix

As most people will have noticed there have been changes to the Practice staff. Harriet stressed how important is to have a team that worked well together, are well trained and professional.

The Practice now employs three receptionists and to cover for absence there is a 'Bank' of receptionists.

A pharmacist now also works in the Practice and does medication reviews.

Nursing hours have been increased

A new service now offered is a Sexual Health Clinic which had its first session on Saturday 22nd November and was full.

Health checks are to be offered to patients.

Chlamydia tests are being offered to 16 to 24yr olds

Reception area and confidentiality

The reception area is small and very open, so confidentiality is a problem. It is hoped that a slight change to the layout will improve this. A notice will be put up informing patients that they can ask to talk somewhere private.

Improving communications including website

The Practice

Communication hasn't been great but given the turbulence of the past year, things sometimes haven't been controllable and have changed on a daily basis.

Good communication is a priority for the Practice and the PPG but until we have all our permanent GPs in place it will take time to get communication channels up and running smoothly.

The old Kingfisher website has been a major problem but the updated website should be working by the end of the month, with all the Practice information on it.

It was acknowledged that communication to every patient in the practice can be difficult and will have to be done in various different ways, as not everyone has access to the website or comes to the surgery regularly/or rarely. These will include the notice board, window of surgery, local media etc.

The PPG

Contact names, numbers and email addresses are to be put on the notice board in reception so patients are able to contact members, along with any other PPG information/notices. It will also be on the Website when it is up and running.

PROCUREMENT:

Lis Fitzgerald started off the second part of the meeting by noting how well attended it was and thanking everyone for attending, particularly, on a Saturday afternoon. These meetings are vital so that patients can express their views and what they would like for the practice. She apologised for not having a representative from NHS England present but there was no one available.

Lis explained that 'Engagement' and 'Procurement' is a lengthy process and went on to talk us through it.

When a GP Practice becomes vacant a five year APMS contract (Any provider of medical services) is put out to tender. Anyone, such as a group of GPs, a company, hospital or another GP practice can tender, provided then can prove they can deliver the service required by the Tender. McLaren Perry who currently run the practice will not be tendering as there would be a conflict of interest.

Prior to the Procurement there is a period of engagement from November to February 2015. During this period there will be meetings and a questionnaire so that patients are able to give their views on what they would like for the Practice. The questionnaire will be available in the surgery and also on the Practice and HealthwatchMK website. All replies are required back by February 2015. Should anyone want to contact Lis her email address will be on the Practice notice board.

When Engagement ends, a final report of the specification will be drawn up for the Tender and passed to the Contracts Team by the end of March to go out in June 2015. Procurement will then take place in late summer early Autumn.

A member of the PPG must be on the Procurement Panel and will need to commit to training by NHS England. A representative from HealthwatchMK will also be on the panel.

Hilda Kirkwood and Diane Gordon from HealthwatchMK spoke to us about the important role it plays locally, as an independent consumer champion of health and social care. A leaflet was distributed with full details of how it helps to raise issues, and provides advice, information and signposting to local health and social care services and how to contact them. Membership to Healthwatch is free and offers the opportunity for local people to get involved in improving these services.

Harriet thanked everyone for attending and the meeting closed at 4.15pm