

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 28 November 2016** in the **Common Room** at **Preston Grove Medical Centre**.

Present:	David March, Patient (Chair)	Dr Suzanne Robinson
	Chrissie Gee, Patient	Peter Spranklen, Patient
	John Hann, Patient	Michael Tritton, Patient
	Sally Higgins, Office Manager	Kathy Way, Patient
	Malcolm Jefferies, Patient	Mike Way, Patient
	Karen Lashly, Practice Manager	Eve Whear, Patient
	Christine Lincoln, Patient (Secretary)	Dee Williams, Patient

1 Welcome and apologies

- 1.1 David welcomed everyone to the meeting.
- 1.2 Apologies were received from Philippa Clifford, Ruth Hann, Sue Jay, Michael Tritton and Mandy Mason.

2 Minutes

- 2.1 The minutes of the meeting held on 12 September 2016 were agreed as an accurate record.
- 2.2 No car park monitoring has taken place since the last meeting. Adam Gough, the local neighbourhood watch representative will assist the staff with monitoring on the next occasion, which has been supported by the school. There have been some complaints from nearby houses, however, as this is a private issue the police have no jurisdiction and it is classed as anti-social behaviour.
- 2.3 Item 4.4 – David met with John Falconer, PPG Chair at Ryalls Court to discuss how they can work together and get the other Chairs from across Yeovil involved. They talked about issues such as encouraging younger members, holding joint events and ensuring there is representation at the quarterly CCG PPG Chair Network meetings.
- 2.4 Item 9.2 – Karen said the flu jab session was run very well this year with a quick turnaround. Karen congratulated everyone in the practice who had made this a success.

3 Patient Benefit Fund

- 3.1 Sally said the current balance is £130.57; no additional money had been received.

4 CQC Visit

- 4.1 David said he met Roger Harrison, along with Christine and Eva. It was a good meeting with a positive exchange of views. David said they discussed issues such as getting some younger members and the importance of communication with patients. David confirmed that the PPG receive regular reports on complaints and these are dealt with correctly. Roger Harrison will pull together reports from the visit and everyone who took part.
- 4.2 Karen thanked the PPG members for their contribution to the CQC visit and confirmed that Roger had received positive information from both the PPG and patients.
- 4.3 Karen then explained that from the staff point of view the CQC inspection had not been positive and had not been handled well by the visiting team. Staff felt there were badly treated and interrogated, with some being left in tears. Karen said it was not a good inspection from their point of view and she had sent a written complaint to the CQC following the inspection.

- 4.4 Sally said that staff and patients were spoken to differently and it was very unprofessional at times; interviews were not always held in private. Karen said she was not interviewed by the team and felt her staff had been treated very poorly. However the Practice did receive a lot of positive feedback.

5 Patient Group Moving Forward

- 5.1 David said the patient members met separately to discuss how they wanted to be more proactive with the Practice and reinvigorate the group. David felt the Patient Group was in a very strong position and well established, compared to Ryalls Park which has a relatively new Chair in John Falconer and does not have a secretary.
- 5.2 David said it is difficult getting young members involved and with Data Protection in place the Patient Group members are unable to obtain information on Virtual Group members.
- 5.3 The Patient Group would like to carry out a survey and this would have to be agreed by Karen.
- 5.4 David said that as the diabetes event never took place we could consider holding a joint event with Ryalls Park and the other Practices in Yeovil. Karen said if a diabetes event was arranged Dr Ian Boyland would be the contact at Preston Grove. It could be held in the Practice, as before, however the Patient Group would have to take the lead with arranging an event and there would not be any funding available.
- 5.5 Karen said with regards carrying out a survey, there are already numerous surveys being carried out, such as national surveys and the ongoing Friend and Family Test. If the Patient Group wanted to run a survey this would have to be on a specific subject such as new services. It could not focus on issues such as appointments or the new telephone system. These areas would raise a lot of unfavourable comments; any issues that currently arise are addressed by the staff at the time.
- 5.6 David talked about the benefit fund and whether this would be an area that could be promoted to patients, to raise their awareness of the funds and how the money has been spent over the last few months. As the Patient Group is a charity this could be a route for looking at grants.
- 5.7 Karen said there would need to be a valid reason for raising funds, such as new equipment, but the Practice does not like asking for money.
- 5.8 David suggested asking the patients what services or equipment they felt the Practice needed, such as an INR Machine.

6 Communications

- 6.1 The Virtual Group was discussed as the best way of getting representation from young people. Young people communicate in different ways and this needs to be addressed.
- 6.2 Dr Suzanne Robinson suggested have a credit card size card for younger patients giving them information about the Patient Group which they could keep with them.
- 6.3 It was suggested targeting patients with long term conditions or their dependents to see if they would like to be part of the Patient Group or Virtual Group.

7 Suggestions / Compliments / Complaints

- 7.1 Sally said one suggestion had been received asking if patients could turn their mobile phones off while they are in the waiting room. Sally said there are signs up, however there has been an occasion recently where a patient took a call and was quite loud. This patient was approached by a member of staff and asked to take the call outside.
- 7.2 Sally read out a selection of compliments that had been received over the last month. There were also some CQC cards included which should have been taken by the CQC team as part of their inspection.
- 7.3 Sally said one complaint had been received about a prescription which was not dealt with correctly. This was dealt with in the appropriate way and had been investigated as a significant event. Contact details had been given by the complainant so the Practice was able to go back to them.

8 Staff Suggestions

- 8.1 Sally said no staff suggestions had been received. She felt the Practice should be more proactive and made aware that they can make suggestions.

9 Headlines

- 9.1 Karen said the Practice continues to work with the Health Coaches and looking at the best way to use them to support the Doctors. The Practice is to change the way it works to deliver care to patients and is working with Yeovil Care Practices and the Symphony Project.

Action: It was agreed that the Practice would share some stories about Health Coaches.

10 Any Other Business

- 10.1 There was no other business at the meeting.

11 Date of Next Meeting

- 11.1 The next meeting is scheduled for 9 January 2017 and suggested topics would be AGM, Terms and Reference and Rules

Post meeting note:

The 9 January 2017 was postponed and next meeting will be held on 20 February 2017 at Preston Grove Surgery starting at 5.30 pm.