

Minutes of the Patient Participation Group (PPG) meeting held 20th June 2017 at Chiltern House Medical Centre at 6.15pm.

Attendees.

Neil Vickery	-	Chairman
Pilar Garcia	-	Practice Partner
Gina Marshall	-	Receptionist
Ted Chouleston	-	PPG
Linda Meatyard	-	PPG secretary
Kath Clark	-	PPG
Stephen Williams	-	PPG
Kristina Siarey	-	PPG
Alan Hibbart	-	PPG

Apologies For absence - Rose Brown, Jade Woodley, Marija Antonic, Elaine Sherwood

Notes from Last Meeting

Notes from last meeting held on 16th May 2017 were approved.

About the PPG

The Patient Participation Group (PPG) has been formed in collaboration with staff and patients to help facilitate communication between the GP surgery and its community. The PPG is open to all, and would welcome new members. If you are interested then please contact Neil Vickery on 0751 446 8459 or contact the surgery directly.

Welcome

Meeting started with all participants being welcomed by the Chairman.

Neil stated that since the last meeting the CQC (Care Quality Commission) had conducted a full and comprehensive audit of both the Temple end and Dragon Cottage surgeries.

The audit procedure is that the CQC conduct a full audit of the practice, and will then send the practice a formal report detailing the findings / non-compliances of the audit within 2 weeks of the audit date. The practice will then have 10 days to identify errors within the report and respond to the CQC. The CQC will then consider the information supplied by the practice prior to official publication of the report on the CQC website.

Neil and Marija Antonic attended the audit, and were questioned by the CQC Lead auditor about 'what our patient perspective of the practice was', and 'how it has changed since the last formal CQC inspection'. A special thanks to Marija for taking the time to attend.

The PPG felt that significant improvements to both surgeries had been observed since the last CQC audit, such as;

1. 'You said we did' notice boards.
2. PPG minutes and newsletters are available.
3. The attitude and politeness of the staff had significantly improved.
4. The passion of the GP partners to 'put things right' and work with the patients to deliver an outstanding service is now evident.

The CQC lead auditor was particularly impressed that Dr. Ali included the PPG presentation and the importance of the PPG in her introductory presentation to the CQC audit team.

Conclusion of the Audit.

In conclusion the CQC audit team identified a number of non-conformities, the majority being minor system / procedural issues that need correction prior to the next audit. The most serious non-conformance was that a member of staff had not been DBS checked. Dr Garcia informed the group that the staff member concerned had now been checked, and that all staff members were being rechecked as a precautionary measure. The internal operating procedure had been amended to make sure that this error does not occur again. Dr. Garcia inferred that due to this non-conformance the surgery was likely to remain in 'Special measures' even though significant improvements in all other areas of the practice had been made.

It was identified at the audit that our patient feedback rate was poor compared to other PPG groups in the local CCG area; we are asked to encourage patients to complete the feedback forms that were handed out during the meeting. It was also requested that receptionists ask patients to complete the form when they book in for their appointment and complete the form whilst they are waiting. Receptionists to supply pens and a clip board if needed.

It was felt that the questionnaire had omitted key questions that needed to be added to future questionnaires and these were;

Would you recommend this surgery?

- 1 extremely likely
- 2 likely
- 3 likely or unlikely
- 4 unlikely
- 5 extremely unlikely
- 6 do not know

Name of the practice?

- 1 Temple End
- 2 Dragon Cottage

Date of visit?

PPG Actions

Actions for the PPG are;

1. To start thinking and planning for the autumn edition of the PPG newsletter.
2. The next newsletter should have a section detailing upcoming events within the practice and links to additional information.
3. To promote the completion of the new patient feedback forms.
4. To add the Newsletter and minutes of the PPG meetings on to the practice website.
5. To continue reporting any telephone issues.
6. To promote the improvements made within the practice to the community.
7. We need to continue to promote the services we offer i.e. Holmer Green magazine, newsletters available at surgery, in chemists and at local supermarkets.
8. Neil will continue to visit the local pharmacies to check that prescription services are running efficiently.

Any other Business

On-line appointments

Neil attempted to book an online appointment through the new practice website <http://www.chilternhousemedicalcentre.co.uk/>. As he didn't have his patient number and used the web based search facility he was unable to continue as the website stated;

' Chiltern House Medical Centre is currently not registered to accept online appointments'

This is clearly not the case and needs to be looked in to by the practice management. We were advised by Gina that if asked, she can give you your patient number to access the system. You will then have to re-register with a new access code.

Rob Flahey had recently attended the '**Would you be part of developing a local NHS solution?**' committee meeting chaired by the community service co production team. The information appertaining to this can be found on the letstalkhealthbucks@nhs.net website. Rob found it useful and informative and has kindly sent all information to Neil, who can distribute to the members if interested.

The next PPG meeting will be on 19th September, as August tends to be the holiday month when most of the PPG committee will be on their annual holidays.

Date of next meeting;

Chiltern House surgery at 6.15pm on 19th September 2017.

Minutes prepared by Linda Meatyard