

Minutes of the Patient Participation Group (PPG) meeting held 25th April 2017 at Chiltern house medical centre at 6.30pm

Attendees.

Neil Vickery	-	Chairperson
Dr. R. Ali	-	Practice Partner
Dr. P. Garcia	-	Practice Partner
Zeeshan Raja	-	Practice Manager
Jennifer Jennings	-	PPG
Stephen Williams	-	PPG
Kath Clark	-	PPG
Linda Meatyrd	-	PPG secretary
Jade Woodley	-	PPG
Gina Marshall	-	Receptionist
Ted Choulerton	-	PPG
Kristina Junker-Siarey	-	PPG
Lucy Martin	-	Carers Bucks
Elaine Sherwood	-	PPG
Marija Antonic	-	PPG

Apologies for absence - Rose Brown, Robert Flahey, Keith Graham, Derek Payne

Notes from Last Meeting

Notes from last meeting held on 28th March 2017 were approved.

Welcome

Meeting started with all participants being welcomed by the Chairman. Dr Garcia asked all attendees to say why they were here and their background to ensure no conflict of interest. All patient representatives gave a short synopsis as to why they attended. The main objective for joining the PPG was to help bring the practice back to fit for purpose and wanted to see Chiltern House Medical Centre and Holmer Green surgery thrive, no conflict of interests were noted.

The CQC action plan;

Neil opened up discussion saying we need to identify from recent C Q C reports why the practice had been awarded a CQC rating of inadequate.

Dr R Ali took the floor and explained the history of the surgeries. How it got into the situation of inadequate rating. In summary during 2014 the practice manager left, two people took over but the job was bigger than they expected and they also left. Partners were therefore forced to take on the role of practice management alongside their own work which they agreed was not satisfactory as they were doctors not business managers. They employed Zeeshan Raja as the practice manager who has now been in post for 1 year.

Specific issues raised by the CQC report have been addressed as follows;

1) There was no investment from previous partners in both surgeries for many years? Now both sites have had a face lit including fire doors, locks, redecorated etc.

2) Drugs when checked by CQC were found to be out of date; the locum nurse had sole responsibility for the management of drugs that has now been changed. The doctors now check alongside the nurse.

3) Training had been done, but no evidence. Training is held every week now and staff sign to say they have understood and are checked at regular intervals to see that this is in place.

4) Disabled access for both surgeries is currently being addressed.

5) During 2015 3 practice partners also left, that compounded the issue of allocating management responsibilities within the practice.

6) 2 complaints from patients did not receive the correct feedback which then escalated. We were advised that Processes had not been followed due to lack of historical management. Nabeel Ishbad has subsequently been employed to strengthen the management team.

February 2017 CQC re-inspected the practice and identified that although still inadequate, progress and improvements to processes and facilities had been made since the last inspection.

Improvements that have recently been introduced;

- 1) Partners now hold event analysis meetings to find out why some things go wrong.
- 2) They have introduced an employer of the month award which recognises the work the employees do.
- 3) The practice now has a mission statement based around the 5 R's. Zashreen Raja to clarify what these are.
- 4) Nabeel Ishbad has been employed to strengthen the management team.
- 5) A new post of nurse Practitioner has been made and is working well. She is able to write prescriptions and do some home visits if needed.
- 6) There are two sites but they have been harmonised to work as one. Practice manager visits both sites daily.

It was noted that the most serious ongoing issues at present are the phone lines provided by DAISY. Patients ring and get cut off as they get to top of the list. We will advertise in surgeries and through the newsletter that we have a problem and that patients need to tell us the time and the phone number they ring from to help document and evidence the problem to Daisy.

Carer Bucks Presentation

We had a short talk from Judy from carer bucks who gave a very informative talk on their work. They work with surgeries to identify carers and offer support. This means unpaid caring. They have a noticeboard in Chiltern house surgery and maybe one could go up in holmer green with the services they offer. They held an event recently at holmer green surgery, a small gathering but very worthwhile for the people that attended. They work with CQC and the NHS. They would like PPG to be involved. Jade Woodley has offered to help at fund raising events.

The PPG Action Plan

It was agreed that to help the Practice and communicate the improvements and operating procedures of the practice to the local community, the PPG needed to produce a newsletter for display in both surgeries

Items to include

- 1) Triage appointments over the telephone are available every day if you cannot get a face to face appointments. Appointments can be booked two weeks ahead. These surgeries release appointments twice a day
- 2) Problems with telephones, feedback needed.
- 3) The existence of the PPG and problems can be relayed via the chair person to get a speedy result using ppg@chilternhouse.nhs.net .
- 4) Tell receptionist you need a downstairs appointment.
- 5) A nurse might be able to help instead of doctor.
- 6) Tell patients what improvements have been made and what is to come.
- 7) Remind patients if they have been waiting more than half an hour to ask receptionist if there is a problem as receptionist are busy and might know realise there is a problem.
- 8) Short profile of doctors and the team, so people have a name to a face.
- 9) Advertise training session's i.e. diabetic clinics etc
- 10) The Nurse Practitioner role within the practice needs to be advertised to the community as an additional resource when doctor appointments can't be arranged.
- 11) Put up notice board with waiting times.

Notice boards will be put up in each surgery advertising the PPG and Bucks Carers information.

Stephen Williams has agreed to keep the noticeboards up to date at dragon cottage. At the next meeting we will ask for a Chiltern house patient to help keep the notice boards updated.

A draft copy of the newsletter will be produced by Neil Vickery for discussion at the next PPG meeting.

Any other business

Dr Garcia pointed out when patients are waiting and a patient has left the room she is doing triage appointments, writing up notes on the computer, signing scripts etc. As Doctor Ali says she does not have a stop watch in her surgery! So some patients need more time than others. It could be us.

It was noted that the majority of PPG members were from Holmer Green and further effort would be needed to attract new PPG members from the Wycombe Practice.

It was agreed that the Practice Website needs updating, we are to ask in the newsletter is there a young or young at heart whiz kid that could take this on.

Next meeting

Chiltern house surgery at 6.15pm on Tuesday 16th may 2017

Minutes taken by Linda Meatyard.