



Patient Participation Group Meeting
Tuesday 9th February 2016 – 5pm

Attendees:

Patients

Shenene Fontenelle-Struthers – SFS
Harry Firth – HF
Eric Fallais – EF
Alan Gowers – AG
John Tait – JT
Alan Rule – AR
Linda Rule – LR

SMG Staff

David Nicholson – DN – Practice Manager
Dr Mari McGeever – MMG – GP Partner
Dr Phil Lamballe – PLL – GP Partner

Other Attendees

Apologies:

Laura Mullen
Jean Kyle

Previous minutes

Leaflets to inform Patients as to roles of Nurse Practitioners have been placed in waiting rooms as per action from our last meeting.

EF would like Nurses to do more signposting about their roles as he thinks not many people read leaflets. DN will arrange for information to be put on waiting room televisions.

Primary Care Foundation Project – CCG funded project, not found to be useful, Practice have continued to review our appointment system.

CQC

1. Inspection took place on 13th October 2015 – both sites
2. 2 CQC Inspectors, 1 Doctor, 2 Practice Manager Inspectors
3. On the day we did 1 hour presentation followed by interviews with myself DN (5 hours in total), Sue Robson – Clinical Manager and Drs MMG & MAW
4. Prior to this we had to submit substantial amounts of evidence and documents
5. On the day I was given a list of 52 items of evidence required

Overall we got “good” – the ratings go: inadequate, requires improvement, good and outstanding

- We were inspected on 1) Are services safe?
2) Are services effective?
3) Are services caring?
4) Are services responsive to people’s needs?
5) Are services well led?

Individually we got good for all except safe – this was due to

- An inconsistency in taking temperature measurements
- Difference in opinion on chaperone training
- Ripped chairs/flooring
 - o All now resolved

Unfortunately day was marred by the conduct of one of the Practice Manager inspectors and we made a formal complaint due to a number of staff finding experience to be deeply stressful and in a few cases staff were reduced to tears.

- We sent a letter of complaint on 4th December that was signed for and lost by the CQC
- We chased up on 21st December, received auto acknowledgment 31st December and told we would have a reply by 22nd January
- On 25th January we contacted CQC again to say we had not had a reply
- On 5th February we received another apology email and other “expect to send the reply this week”
- Response letter received 8th February

Copies of CQC inspection report given to PPG members and also available to download from www.savillemed.co.uk

Patient Access – at last meeting we were tasked with finding out if it is possible to include Practice location e.g. Saville Place or Newbiggin Hall in text reminders. Our providers MJOG have confirmed that it is possible so we will arrange for our IT Department to implement this.

Property – In January we met with our CCG, NHS England and our architect to discuss current options open to fund a new branch surgery. On 29th January we submitted a Project Initiation Document (PID) to NHS England and a Primary Care Transformation Fund (PCTF) application to our CCG. We now await developments from our CCG and NHS England.

Test Results – DN, MMG & PLL formed team of SMG staff to look at ways we inform patients of test results. We have discussed at Practice meetings and in other smaller teams of staff who deal with EMIS – our clinical IT system supplier.

On 1st March we will be making test results available as part of the new Detailed Coded Records Access Online facility. This also ensures the Practice is compliant with the **Patient Online Access** contractual obligation ahead of the 31st March deadline.



CCG and Practice Updates – DN gave a demonstration of the Patient Access facility and looking at the Medical Records, problems, test results and a reminder overview of facilities to book appointments and order repeat prescriptions.

Information leaflets were given to the group that will be made available in our waiting rooms and on our Practice website www.savillemed.co.uk

Patient Access is available via www.patient.emisaccess.co.uk or mobile app free on Android and IOS.

EF mentioned problem of lack of joined up IT systems in the NHS. MMG reassured EF that IT was an integral part of the proof of concept project that the CCG and member Practices are working on.

Concerns were expressed at the very limited nature of the Summary Care Record system brought in by the NHS.

Pharmacy Provisions – MMG explained the role of Intrahealth at our Practice where we pay to have full time Pharmacy support that is in addition to our own staff who manage Patient Prescriptions e.g. repeat prescriptions, mediboxes etc.

Intrahealth staff regularly talk to patients and we have applied to our CCG for funding through the Primary Care Innovation Fund to set up patient Facing Clinics. We are also part of a bid with Newcastle Hospital Trust to place Pharmacists and trainee Pharmacists in GP Practices.

Summary

Very interesting discussion took place about launch of Patient Online Access. Ahead of next meeting DN encouraged PPG members to register for access to their medical records so they can feedback. Future meetings will be great opportunity for PPG members to share their experiences with those of SMG clinical staff. It is a journey into the unknown for patients and practice staff.

AOB – EF presented copies of pages 23-27 of the 2015/16 General Medical Services (GMS) Contract – Guidance for GMS contract 2015/16 which provides guidance on the implementation of Patient Participation, the setting up of Patient Participation Groups and the operation of them thereafter.

Next Meeting: Tuesday 14th June 2016 – 5.00pm