

**PATIENT PARTICIPATION GROUP**

**DR HARBIDGE & PARTNERS KIDSGROVE**

**Wednesday 21<sup>st</sup> JUNE 2017 6.00PM**

**Present:**

- Steph Cartledge (Practice Matron Dr Harbidge & Partners Kidsgrove) (SC)**
- Mr Kevin Phillips (Patient Representative) (KP)**
- Mr Ronald Fletcher-Jones (Patient Representative) (RFJ)**
- Mr Nigel Bayley (Patient Representative) (NB)**
- Mrs Gillian Rhodes (Patient Representative) (GR)**
- Mrs Norma Manley (Patient Representative) (NM)**
- Mrs Rose Scahill (Patient Representative) (RS)**
- Mrs Barbara Whalley (Patient Representative) (BW)**

**Apologies:**

- Mr David Hambidge (Patient Representative) (DH)**
- Mrs Hazel Hambidge (Patient Representative) (HH)**
- Mags Swindles (Clinical Nursing Assistant) (MS)**
- Patricia Russell (Practice Manager) (PR)**
- Mr Geoffrey Williams (Patient Representative) (GW)**
- Mrs Margaret Oakes (Patient Representative) (MO)**
- Mrs Angela Travers (Patient Representative) (AT)**

**MEETING STARTED 6.00PM**

This was the fourth meeting of the Patient Participation Group (PPG) for Dr Harbidge & Partners. Whilst the new PPG is in its infancy it is acknowledged that the arrangements now need to become more formal. KP has already volunteered to stand as Chairman for the time being with everyone's agreement and RS volunteered to be secretary work commitments allowing. There was a general introduction and SC advised that in the future a representative from the practice would be available for part of the meeting in order that the PPG can develop further with practice members being available for updates/queries/information but the meeting to be led by the 'Patients'.

The minutes from the previous meeting (April 2017) were agreed as a true representation of the meeting.

- KP discussed the newsletter, SC advised that a large number of copies had been printed off and all of them had been taken by patients. It was generally felt that the newsletter should be 1 page (2 sided) and should continue to promote the PPG and also given practice

information about DNA rates etc. SC requested whether certain aspects of the surgery such as the home visit policy could be promoted in the newsletter to try and improve communication in the surgery.

- SC fed back following the recent 'Cake Day' at the surgery on 15<sup>th</sup> June raising money for the Alzheimer's Society. The event was well supported by some of the local care homes (Ravenswood, Lawton Manor, Goldenhill Nursing Home and Maple Tree Court) and the staff in the surgery - £160 was raised. Thanks to KP for his support from the PPG.
- There was a query regarding the changes in staff resources since the "scope and size" of the practice was published in the March PPG Newsletter. It was suggested that 9000+ patients were too many for 4 doctors to service. SC confirmed that a nurse practitioner had left and a replacement was being sought. KP to publish a revised structure in a future newsletter.
- There was further discussion around appointments and the pressures that all the surgery staff is under but especially the reception staff who try hard to accommodate so many demands. Examples were given whereby patients have been given 'Urgent' appointments when not requested and then the GP had queried why this was considered urgent. SC has fed this back previously and the appointments are generally used when no further on the day appointments are available – there have been many attempts to address the appointment system and this work is on-going! The opening times of the surgery are due to be reviewed in September and this needs to be changed on the surgery website. A large number of issues were raised around appointment availability and individual concerns SC agreed to feed these back to PR and will ask PR to be available at the next meeting. Issues around staff answering the telephone were discussed, the cancellation of appointments is now available when contacting the surgery, SC will forward the number of DNA's for May to KP for the newsletter.
- SC also discussed the issue of confidentiality and the number of problems that reception staff are having with giving out test results, reception staff are only allowed to give results to the patient unless there has been a formal arrangement with the patient, their relative and the surgery due to issues of information governance and confidentiality.
- Due to the infancy of the group it was agreed that the invite for the pharmacist to attend will be later in the year once the group is more established.
- SC has no further information at this time about the MCP (Multispecialty Community Provider) the work is on-going. There is nil to update from the meeting at Audley in May.
- The surgery PPG has joined the PPG National Association. KP is working on the PPG website and this information will be forwarded once available. The certificate for membership will be laminated and put up on the PPG notice board which is now available in the surgery waiting room.
- SC will update the PPG folder which is available in the reception area including minutes, agendas, articles for any patients visiting the surgery to read whilst waiting.

**PLAN:**

- SC to update Facebook page and Practice Website with Dr Bhaskar.

**NEXT MEETING PLAN:**

1. ALL PPG MEMBERS TO SIGN CONFIDENTIALITY AGREEMENT (KP to source local proforma)
2. DETERMINE TIMING/VENUE/DATES OF FUTURE MEETINGS (23.8.17 + 18.10.17)
3. QUORUM

**MEETING ENDED 7.15 pm**

**NEXT MEETING WEDNESDAY 23<sup>rd</sup> August 6.00pm – 7.30pm**