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# West Street Surgery

Patient Participation Group

## Minutes

Tuesday 4<sup>th</sup> July 2017 start time of: 18:00hrs to 19:30hrs

	Item	Action												
	<p><b>Present:</b></p> <table border="0"> <tr> <td>Carole Cook</td> <td>CC (Chair)</td> <td>Lorraine Nuttall</td> <td>LN</td> </tr> <tr> <td>Lizzy Burraway</td> <td>LB (Secretary)</td> <td>Peter Leid</td> <td>PL</td> </tr> <tr> <td>Peta Reynolds</td> <td>PR</td> <td>Joong Chin</td> <td>JC</td> </tr> </table>	Carole Cook	CC (Chair)	Lorraine Nuttall	LN	Lizzy Burraway	LB (Secretary)	Peter Leid	PL	Peta Reynolds	PR	Joong Chin	JC	
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1.	<p><b>Apologies Received:</b></p> <table border="0"> <tr> <td>Sylvia Johns</td> <td>SJ</td> <td>Kenneth Johns</td> <td>KJ</td> </tr> <tr> <td>Diane Beaven</td> <td>DB</td> <td>Rosemary Jenkins</td> <td>RJ</td> </tr> <tr> <td>Chris Jenkins</td> <td>CJ</td> <td>Jacky Hockey</td> <td>JH</td> </tr> </table>	Sylvia Johns	SJ	Kenneth Johns	KJ	Diane Beaven	DB	Rosemary Jenkins	RJ	Chris Jenkins	CJ	Jacky Hockey	JH	
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2.	<p><b>Conflict of Interest:</b></p> <p>No member present declared any potential conflict of interest that undermined their impartiality.</p>													
3.	<p><b>Previous Meeting Minutes:</b></p> <p>It was agreed by all members present to not go through the previous meeting minutes, as they were from so long ago; January.</p>													
4.	<p><b>Core Updates:</b></p> <p><u>Resources – GP's and Nurses:</u></p> <p>LB informed the group that:</p> <ul style="list-style-type: none"> <li>• Dr Berry has now left the Practice.</li> <li>• Dr Thomas in now a Partner.</li> <li>• LB informed the group that the BCCG was unsuccessful in their bid for a Clinical Pharmacist, as NHS England changed the rules at very short notice i.e. on the day we submitted our bid. However they are re-starting the second round of tenders, so watch this space.</li> </ul> <p>GP's current working week:</p> <ul style="list-style-type: none"> <li>• Dr Quartly 9 sessions – Mon, Tues, Wed (am), Thur, Fri</li> <li>• Dr Price 9 sessions – Mon, Tues, Wed, Thur (am), Fri</li> <li>• Dr Scott 3 sessions – Wed, Thur (am)</li> <li>• Dr Thomas 4 sessions – Mon, Tues (am), Fri (am)</li> <li>• Dr Farah 6 sessions – Mon, Tue, Wed, Thur</li> <li>• Dr Hussain 4 sessions – Mon, Tue</li> </ul>													

	<p>Nurses: We are fully resourced with two Nurse Practitioners and four Practice Nurses, HCA and a Phlebotomist.</p> <p>However, our HCA will be taking three months off as she is having surgery, but the Phlebotomist will be increasing her hours to ensure we cater for those patients that need their bloods taken regularly.</p> <p><u>Reception Services &amp; Call Responses:</u> LB reported that we are a little short on staffing with one member leaving and it being that time of year when annual leave is required.</p> <p><u>Did Not Attend (DNA) Policy:</u> LS reported that the DNA rates are lower than they have been for a few months and considerably lower than this time last year:</p> <ul style="list-style-type: none"> <li>• April: GP: 58 appts Nurses: 98 appts = 37.5 hours wasted</li> <li>• May: GP: 85 appts. Nurses: 110 appts = 33 hours wasted</li> <li>• June: GP: 103 appts. Nurses: 77 appts = 47.5 hours wasted</li> </ul> <p><u>Patient List Size:</u> LB informed the group that this stands at 12,446, the data cleanse exercise continues for those that are registered here but live outside of our geographical boundary.</p> <p><u>BCCG Update:</u> Unfortunately Carole was unable to attend the June Patient Participation Network (PPN) meeting, but will be attending the August meeting. So will be able to give feedback at the next meeting.</p>	
5.	<p><b>Newsletter:</b> The question was raised once again as to how the patients will have access to the Newsletter?</p> <p>LB stated there will be a notice placed on the Jayex Screen in the waiting room, website; there will be an area where patients can access each one and previous editions and hard copies will be printed and placed on the Reception front desk.</p> <p>The aim is to have this first one completed asap, given it has been dragging on quite some time, with the hope of having the next one released towards the end of September.</p> <p><b>Action: we all need to put forward ideas or articles to be added. Not just topic titles and then expect someone else to write the article.</b></p>	ALL
6.	<p><b>Patient Survey:</b> A lengthy discussion took place regarding the Patient Survey, where it was agreed that the survey would focus on four areas, with each area having 3 / 4 questions associated to it. It was not agreed how those questions would be formatted, however, it would be easier to analyse the data if in tick box format as opposed to free text.</p>	

	<p>The areas will be:</p> <ul style="list-style-type: none"> <li>• Reception</li> <li>• Booking Appointment</li> <li>• Consultation Itself</li> <li>• Prescriptions</li> </ul> <p><b>Action: Could you all think of at least one question to each area and forward it to me at your very earliest convenience.</b></p>	<b>ALL</b>
7.	<p><b>NAPP:</b>  CC asked the group again if any actively involved member would like the NAPP website log in details if so would they e-mail her with their request.</p> <p>When NAPP bulletins are sent by LB time would be allocated on the following agenda for any issues arising.</p> <p>LN suggested a meeting with another PPG group mentioned in NAPP bulletin 119 for their achievements. LB offered to make contact in the hope that we could arrange a meeting in whatever form.</p> <p>CC commented that the Kings fund is often mentioned in the bulletins prompting her to read a short description of their role within the NHS. A short description was read to the group.</p>	
8.	<p><b>AOB:</b>  CC informed the group that we will be allowing more time for AOB, so that members can table any topics they wish to discuss as opposed to having them pre-scheduled in.</p> <p>CC informed the group that she has worked through the New Members 'Induction Pack' where required.</p> <p>LB stated that one of our patients has spoken to the HCA stating that she had emailed LB several times about joining the group but had not had a response. LB has not received any emails and has asked the HCA for their name so she can contact them.</p> <p>CC requested any information or question relating to the PPG could they email Lizzy but copy her in, please.</p> <p><b>CC read out the following:</b>  The purpose of the group is to discuss about the services offered by the practice and any improvements to be made.  CC pointed out that when you read the constitution which is listed and included in the induction pack this statement is a true representation of how our PPG can best promote co-operation between the practice and the patients to the benefit of both. Members present were in agreement.</p>	

	<p>JC asked the question, as to who is this group accountable to? As he believed it was an independent group. LB responded the Practice, given that you are all registered with the Practice.</p> <p>PL stated he watched a video presented by Dr Aseem Malhotra talking about The Pioppi Diet: A 21-day Lifestyle Plan. This is a life-changing journey taking just 21 days. This is a revolutionary new Mediterranean approach to diet which will help you lose weight and live longer, happier and healthier whilst eating the food you love. This diet could cure all medical ill health.</p> <p>LB to set up a group on her phone so that she send out texts to remind members of the meeting but to also inform them if the meeting has had to be cancelled or postponed, as not every one reads their emails frequently</p> <p>CC distributed a flyer entitled 'Join us to Help Shape the future of Adult Mental Health Crisis Care in Bedfordshire', Group members present were asked to answer the 4 questions as if they were the service user and to bring their answers to the next PPG meeting. Should any member not wish to complete 4 then any contribution would be valued.</p> <p>JC asked the group what their experience is with the MSK Service? As he made a self-referral and it took over a year to receive anything back from them, it is not a straight forward process. LB stated that once a doctor makes a referral and it has been accepted it is then out of the Practices hands. If you as the patient have an issue with the service then you have to take that up with the Service provider, it is not the responsibility of the Practice to do so.</p>	
9.	<p><b>Meeting Dates :</b></p> <p>Tuesday 3<sup>rd</sup> October 2017 @ 18:00 hrs  Tuesday 9<sup>th</sup> January 2018 @ 18:00 hrs</p>	