

## The Willows PPG Meeting

25/03/19

Present: JC/CM/RK/EA/JF/Vanessa Ferguson-Campbell plus input from CO, former chair.

### Welcome

The Chairman welcomed all to the meeting and offered a special welcome to Rahma Abdi who was joining us for the first time.

### Apologies

Apologies were received from Gina Cooper, Pam Gentry and Margaret Aldridge

The minutes of the meeting on 28/1/19 were agreed and signed by JC.

### Matters arising

- a) Double appointments: The online appointment system still prevents patients from making an appointment with a doctor if they already have a double appointment with a nurse. This is inconvenient for patients but seems to be built into the existing system.
- b) Planning Issues: JC had updated Pam Gentry by e mail about the new housing developments in the area and the need for the CCG to seek a financial contribution from a planning application for new housing via the local authority planning department. JC explained about how various statutory bodies made bids for funding e.g. for new roads, for education etc and healthcare needed to become more involved at the early stage as not all requests for funding are able to be met via the local council's Community Infrastructure Levy (CIL) or Mayoral Levy. The Willows to follow this matter up via their networks to see if the funding for the surgery and its services can be increased to take account of new patients to the area.

*Action: PG/Dr Ume*

- c) No update was yet available on whether The Willows had paid for the PPG to be a member of the National Association of PPGs.

*Action: PG*

### CCG Inspection

JF said that although promised to arrive within two weeks of the CCG inspection, the report had not yet arrived. However, she thought their feedback was good and several issues were discussed. JC gave an update on her interview with the Inspector and the issues she had mentioned when asked what could be done to improve the service – The Willows being charged for using rooms within the building for Practice matters such as PPG meetings and for the Practice to have a stable team of Doctors. JC gave the inspector the first PPG Newsletter and a set of recent minutes to evidence the work being undertaken by the PPG and how it was both working with the Practice to improve matters whilst also holding the Practice to account in respect of performance and other patient matters.

### Staffing Update

JF had nothing specific to update. Dr Subhani was due to return in the autumn and Dr Ishaq has now returned and the Practice are seeking to complete the recruitment of another salaried GP.

### Photos of key staff

RK raised the issue of the Doctors having their photos on display in reception – a style adopted by other Practices and businesses. It was felt that this would be particularly useful once the staffing had settled as apart from Dr Ume and Dr Subhani, most of the doctors were not known to patients. It would also be useful for patients to be able to distinguish between male and doctors should they prefer to choose who treated them for personal or cultural reasons. This would be a matter for PG and the Practice.

*Action: PG*

### Kardia

Chris Oliver attended the meeting to show the PPG how this monitor worked. Vanessa FC also attended the meeting and brought the device with her as Kardia is used by the Practice in some instances. A discussion ensued about how ECGs are carried out at the Practice and how the information is uploaded via a dial up connection so that the outputs can be read and interpreted by a qualified person. CO had a bad experience when his father had an ECG not only in receiving the results late but the test having to be repeated due to an interruption and background noise. Vanessa said that the problems Chris had raised were not common occurrences and that generally when she is using the traditional ECG equipment, she is not interrupted. She did however explain the value of Kardia, working alongside the traditional equipment. She thought Kardia was useful for over 65s (the equipment is very good at detecting atrial fibrillation) and is very quick to use as results can be sent directly to the physician or cardiologist. Pros and Cons were discussed. CO suggested some additional uses.

CO asked that Vanessa to investigate whether there is an alternative way to upload the output of the traditional ECG and for her to report back to the PPG.

*Action: V FC*

### Meet and Greet Session

GB has arranged a trial meet up session for “lonely patients” on Monday 13th May from 10am to 12, in the local church hall, next to the surgery. The PPG will provide tea and biscuits. The theme for this event will be **diabetes** and the surgery to provide someone to give advice, answer questions, have leaflets about diabetes.

GB to provide posters for display in the surgery and smaller flyers that could be given to patients who might benefit by the Drs and Nursing staff. JC has covered the topic in the PPG newsletter. As many of the PPG members who can be present would be most welcome.

JC and GB to meet to progress the event.

*Action: JC & GB*

**Update – the timing of the event is now 11am to 12.30pm as we can't access the hall until 10.45am.**

### Recording wound information

JC enquired as to whether the Doctors or nurses could take photos of patients' wounds, with the patients consent. This would enable medical practitioners to see how wounds were improving or not. Whilst patients could do this themselves, there could be some benefit to have the images as part of the patient records. JF agreed to raise the matter with the Doctors.

*Action: JF/PG*

### Draft PPG Newsletter

JC circulated the latest PPG Newsletter which was approved by those present. CO expressed concern about the newsletter item regarding The Hub as the Newsletter indicates that the GP Hubs have access to patients ' records. CO was worried about the data security implications of this. JC advised that she obtained this info from the Willows website and if the info was incorrect, this would need to be changed in the newsletter and on the Practice website. JC asked for the Newsletter to be added to the Practice website in the area marked PPG Reports as there was nothing on that area beyond 2015.

*Action: JF/PG*

**Update: JF phoned JC and advised that the GP Hubs do not have access to patient records. JC to amend newsletter and PG to ensure Willows website is updated.**

*Action: PG*

### Other Matters

- a) The PPG would like to express their appreciation for the work of Reception staff. Members gave examples of their helpful attitudes towards patients and the efforts that they made to resolve problems.
- b) JF will look into languages, other than English, spoken by staff. This could help to facilitate the telephone translation service when needed.
- c) Patients should be encouraged to use the Hearing Loop in Reception if they have hearing problems.
- d) There have been better response times for phone calls. JF will arrange for an engineer to sort out some problems relating to phone 'hunt' groups, but some issues have already been resolved.
- e) Newsletter item for the future: JF will inform JC of which drugs are no longer able to be prescribed on the NHS so that this can be included in the newsletter. Patients get frustrated with members of staff at the Willows about this issue and do not always understand that this is a central funding decision by the NHS.

### Date of next meeting:

Monday 3rd June 2019, at 12.15pm for PPG, 12.30pm for Staff.

Minutes taken by RK.