

PATIENT PARTICIPATION MEETING

Tuesday 23rd May 2018

MINUTES

Present Annie Taylor, Kate Williams, Angela Turner, Gwen Salmon,
Roselyne Bloomfield, Brian Sleafer and Robert Giles

1. Apologies received

Dr Pitt, Gaenor Jones, Judith Harrigan and Vic Ranger

2. Minutes of last meeting (27/2/18)

Staff photos – Dr Tee in full agreement (missed from minutes)

3. Matters arising (see below)

4. DNA up-date – Hand-out given and discussed

The first three months of the year are looking promising as down on last year, hopefully this will continue to go down although patient numbers are going up. Angel Lane surgery has closed their lists informally and in April we had 115 new registrations.

Actual capacity levels to be found out and discussed at the next meeting – AT

Hand-out given for DNA of the hub appointments which showed they have the same problem that we do with DNA's and these patients would have only booked two weeks in advance.

AT explained how our appointment system works with the hub appointment system and how this helps us as our first routine appointment may not be for two to three weeks or a patient can be seen on the day if an emergency appointment. We do have certain clinics, ie minor operations, diabetes which means not all of our appointments are routine appointments. The hub appointments fill this gap.

AT also explained that if someone DNA's three times they receive a letter from us and if the patient continues to DNA, they are removed from our surgery list after we have provided evidence and receive permission from the health authority.

5. Suggestion Box

- i) Too many posters up – we are in the process of transferring them to the screen
- ii) Delivery drivers blocking access to the disabled dropping-off point – this is really difficult to stop as they are only there for a few minutes generally

6. Neighbourhood Plan (Felsted) – no update since last meeting

7. On line Access

The numbers are increasing slowly. RG handed out a leaflet and asked if this would help to advertise the online service, to be altered if necessary. AT asked him to email to her, as in colour and then she can print them. AT explained the benefits of the online access for the patients and asked everyone to keep telling people of the service.

8. Comments for NHS Choices - www.nhs.uk

We have had some good comments, the CQC do look at these so asked everyone to tell people of this and to go online to leave comments on the surgeries performance good and bad.

9. Staff photos

RG asked if been approved – AT has asked the Partners, not a no - **AT to ask again.**

10. Patient Complaints – none

11. AOB

- a) AT explained we are starting a new venture – Make a difference today – asking staff and patients to nominate a member of staff for ‘going the extra mile’, their ‘kindness and consideration’ etc. Posters will be up and on the screen and nomination slips will be in the waiting room and on the reception desks. Having staff photos up would help for recognition.
- b) AT - GDPR – General Data Protection Regulation – AT explained how there will be a patient information update on the website and that we have to ask patients if they still want to receive text messages informing them of their appointments. This will be coming into force on Friday 25th May – we have to show that we are working towards this otherwise there are huge fines. It is being brought-in for everybody.
- c) RG - HICIC – opt out 2015 – patients are informed would have to write in to opt out, a code is put on the system, so information is unable to be extracted ie at the hospital. We would not know if this has been breached but the patient would, we have not had one so far.
- d) RG - Frequency of meetings per year – AT explained we have four a year, January, May, August and November, although these may differ slightly.
- e) RG - Patient problems not conveyed by the PPG, only by the surgery – would it be possible to come in and talk to the patients in the waiting room for feedback? AT replied that it would be a good idea, they could have badges **AT to organise.**
- f) RG - When is the next CQC inspection due? – AT explained there is no schedule but thinks it may be this year as Angel Lane and Stansted have had one, they are normally every three to four years but do give two weeks’ notice. There are four

classifications: outstanding, good, requires improvement and inadequate. Most practices that reach outstanding are small practices. There are a lot of criteria to meet in all areas, clinical, admin, waiting room, how we conduct meetings and reflect on them etc. and they are able to close a practice if not enough met. The CQC inspectors can be made up of GP, nurse, practice managers, admin and computer people and is a gruelling day from 7:30 am to 7:00 pm. Members of the PPG can be here, last time it was GS and BS who were spoken to by the inspectors. **AT to advise PPG when the inspection will be.**

- g)** RG - There are certain things on the website that patients may not know the meaning of ie MRCGP, Caldicott, Practice Charter. **AT to add to email when sends minutes out.**
- h)** RG - In 2014/15 there was a PPG survey – AT explained we do not have to do these anymore as the NHS does it's own survey now.
- i)** GS – blood test results – if have had at surgery (West Essex)but hospital appointment at Broomfield (Mid Essex) and they are unable to obtain, it is a waste of time and money to have repeated. KW explained that you can have your results printed off at the surgery and take them with you to the hospital. This does apply the other way round, if blood tests taken at Broomfield but appointment at Princess Alexandra hospital (West Essex).
- j)** BS – patient access, why are we unable to see all of our own medical records? KW explained these will be released bit by bit as if we let everybody see their records, at the same time, we would be inundated with queries, eventually this will happen.
- k)** RG – how do you find out who your nominated Dr is? KW explained need to ask at reception.

AT thanked everyone for coming to the meeting and advised of the next one

Meeting Closed 14.45

**Next meeting Tuesday 21st August 2018
At John Tasker House**