

## Patient Group Meeting 19<sup>th</sup> May 2015 Minutes

**Present: MG, GR, EH, (patients) TM, SAP, (Practice representatives)**

**Apologies: HD, JR**

### **Minutes of the last meeting**

The minutes had been circulated prior to the meeting inviting comments from the members. 27<sup>th</sup> January 2015 minutes were agreed as a true record.

### **Matters Arising**

**CQC monitoring report and change of banding** – PPG members felt that the apology letter sent to the affected practices should have been published in the Rotherham advertiser. The practice had considered approaching the advertiser but had decided that when our CQC inspection had taken place we would contact them as we are aiming for a favourable report.

*Nurse survey - Since our last meeting there have been some changes to our nursing team and we are currently in the process of 3 new team members joining us. Due to this period of transition we have delayed the survey slightly and we are aiming to start w/c 1<sup>st</sup> June.*

*SAP had been unsuccessful in contacting the Stag Medical Centre PPG contact. GR agreed to try to contact her to invite her to our next meeting in October.*

*EH confirmed she had been contacted by one of our team members regarding her offer to assist with walks in Clifton Park.*

**Medication waste** – our regular pharmacist has gone on maternity leave and a new pharmacist is expected to join the team at the end of June. SAP will try and organise for the pharmacist to attend our next meeting.

### **Feedback**

Complaints April 2014 - Mar 2015  
Family and Friends Jan – April 2015  
Healthwatch April 2014 – March 2015

Unfortunately the computer which stores the administration side of the practice was not available so we did not have the full results to discuss however we did discuss:

The Family and Friends Test result Jan-Mar 2015 – consistent figures 85% of patients extremely likely to recommend our service. Unable to access the comments made due to the computer issue. Responses are collected by text message. SAP/TM to ensure Family and Friends slips are available at reception and in the waiting room for those patients who do not use a mobile telephone.

Complaints April 2014 – Mar 2015 – 11 written complaints received by the practice. This represents a 20% decrease in complaints compared with April 2014 – Mar 2015. Complaints are reviewed annually by the Drs, to identify any themes, at one of our clinical meetings and are now shared with the PPG. The complaints are broken down in to subjects such as practice administration, clinical care. SAP gave an overview of the types of complaints which are received. Many are from relatives who write to us about their perception of care a loved one has received.

Re-occurring themes:

**Access to a preferred GP** and we agreed that having an alternative GP when your regular GP is unavailable should be encouraged as it will not always be possible to see the GP of choice.

**Low cost telephone number** – some patients despite advertising: and our PPG confirmed our local number is published in the telephone directory are unaware that we have an alternative number to the 0844.

PPG members identified that we needed to make improvements to our caller display which is in the waiting room. This will be raised with our new IT person. SAP/TM

Healthwatch April 2014 – March 2015 – had been contacted asking them to provide us with any relevant feedback but had not responded with any information.

Whilst our complaints have reduced patient expectation is rising however the group noted that GP recruitment is becoming more difficult as GPs are retiring and medical students are not currently opting for General Practice as a career choice.

### **Practice vision and values**

New mission statement discussed:

‘To provide excellent clinical care:  
accessible to all of our patients  
by a motivated and skilled health care team  
who understand and meet the needs of our patients  
who work in safe and effective premises and  
who continually to seek to make changes to improve the care provided’

The group felt that within the statement we should include a ‘fully staffed team’. This comment will be relayed to the Drs.

### **Feedback from Rotherham Network Patient Group Meeting**

Our representative had been unable to attend March 2015 meeting however she highlighted from the minutes that the budget needs to be balanced as currently 4 million overspend.

Priorities for 2015/16 are safeguarding, primary care, finance, consultation and engagement.

### **Appointment of a secretary**

### **Staff and patient Issues**

MG highlighted the difficulty in obtaining a NHS dentist to visit you when you have a problem when in hospital. SAP agreed to ring MG to discuss further so we can make improvements to our website and improve Drs knowledge on what is available and how the service is accessed.

### **A.O.B**

### **Next meetings:-**

Tuesday 6<sup>th</sup> Oct 2015 (TBC) at 12 o’ clock Clifton Medical Centre/RIO meeting room