

Minutes of the meeting held on Monday 18th July 2016

In attendance: Suzanne Hughes-Rudd (Practice Manager), Julie Pearson (Office Manager), Karen Varty (Administration) from Castlegate & Derwent Surgery

Jean McGrath (Chair), Duncan Keeler, Felicity Crowley, Pat Clarkson, Madelaine Kerr, Audrey Metcalfe, Peter Colquitt, Syd Evans, Liz Smyth, Sylvia Noble, Frank Harkness, Diana Johnson, Margaret Coley from CDSPPG

Apologies: S Moyle, D Stephenson, W Cornwall.

Welcome - Jean McGrath (J McG) opened the meeting and thanked everyone for attending on this sunny evening. JMcG said that there was a lot of actions following the meeting in May documented in the lengthy minutes and any outstanding items will be brought forward following this evening's meeting.

Practice update- Suzanne Hughes- Rudd(SHR) updated the members on the merger. SHR reported that she had received 13 responses from the PPG members following an email that was sent out asking if the group members were in favour of the proposed merger. The feedback received was positive and this information was passed back to NHS England.

The latest update is that all systems are go for merger by the end of July, the integration of the two systems will follow first week of September, this is due to our provider 'EMIS' availability to complete the work. The work will be completed over a weekend to minimise disruption to patients, with a provisional plan of running an emergency clinic only on Friday afternoon to allow work to begin. Any disruption for patients will be communicated prior to the merger date.

We will be merging onto the Castlegate system, due to the number of patients, templates and searches that are currently in place on the Castlegate system. Following the merger the system will become slicker using one appointment book allowing patients the choice of GP, we are currently doing a lot of duplicate work and the whole process will become more efficient for staff and patients.

Work is currently being undertaken in the background, with an action plan in place to 'iron out' issues on both systems before the merger is complete.

Diana Johnson asked what the name of the Practice would be following the merger. SHR explained that it would remain 'Castlegate & Derwent Surgery' as we have created a new logo, uniform, branding and new website using the name and for the time being we will continue using the name. It may be something that will be looked at in the future.

GP recruitment- SHR updated the group with good news on the recruitment front. Following an advert that we placed in the BMJ Journal, we have received contact from three GP's, with two female GP's visiting the surgery and shown interest in joining the practice, interviews will need to be undertaken. We also have one other male GP visiting in August.

Dr Harnor will be leaving us this week, Dr McArdle in September and Dr Pearson at the end of the year. We are currently recruiting for 16 sessions. We have also recruited Sharon Erlston as our Nurse Practitioner who is assisting to free GP time. PC- asked if there was any common ground as to why GP's are leaving? SHR responded that it was for various reasons and there was no common factor that could be identified and addressed. Admin are assisting GP's with workload, trying to reduce the amount of time spent on admin, to free up more time for GP's to see patients.

JMcG said that if the PPG members can assist with any matter they would be more than happy to help.

CQC rating and reports- SHR has emailed all PPG members with the reports following our CQC visit. Both surgeries received a 'Good' rating, which we are delighted with. We received positive feedback following the visits and feel that due to the timing of the visit with the merge underway the 'Good' rating is excellent.

GP Patient Survey- SHR updated the group with the results of the GP Patient survey that is issued yearly. This is a survey that is sent out to a selection of patients following their visit to see a GP/ Nurse. The report rates us against local CCG and nationally. The report is available on the gp-patient.co.uk website to view. **Action: SHR will email the link to the members.**

JMcG suggested that any results from surveys could be look at future meetings and could give us good pointers to base our own survey on and areas to improve upon. **Action: Future meeting agenda**

Reception Area- JMcG advised that observations of the reception areas and flow of patients has been undertaken by members of the PPG. Eight sessions at different times of the day were completed with feedback received from waiting patients.

In conclusion the overall view is that the staff were polite, helpful and very professional, they dealt with enquiries efficiently and often working under pressure dealing with often difficult patients.

The whole of the reception area was found to be a confusing space. The information desk looked unprofessional with wires under the desk, patients were confused where to go and where to queue. Staff often directing patients to the appointment pod and vice versa. Often 2-3 patients were waiting at any time. The desk/ pod is not positioned in the best place to monitor the flow of patients. There seems to be surplus of chairs that never seem to be full at any time.

The self check in stations seemed to work well and although there are mixed opinions, do help to reduce queues.

Suggestions for improvement? We need a single focused reception area and desk, manned by two members of staff. This would allow back up/ support for the staff members. Chairs located away from the desk area to help with confidentiality. A queueing system, such as a barrier as in the Post Office ,where patients can wait to be called to the next available receptionist.

SHR asked if the consensus from the group was to move to a single desk, manned by two receptionists? The response from the PPG was 'Yes'.

The group suggested visiting other hospitals and GP surgeries to look at what reception desks they have and if they would work in our environment. **Action: PPG**

JMcG suggested a small group of the PPG could work with SHR to look at possibilities for the reception area. Volunteers for this group are JMcG/ Margaret Coley/ Sylvia Noble/ Duncan Keeler/Madelaine Kerr/ Frank Harkness. **Action: SHR to contact members**

Practice policy for people in care homes(raised by F Harkness)- FH explained the situation and the reason for asking for the item to be included to the agenda. **Action: SHR/FH to look into item further**

Julie Pearson explained that patients receive the same care whether in their own home or in a care home. We have a GP available for home visits and our reception have a procedure in place for these requests. Once a request is made for a home visit it is added to the GP list for telephone triage and then the decision is made if the home visit is required by the GP regardless of if the patient is in a care home or their own home.

Other items- SHR gave a quick over view of each of the items.

Website- our new website is almost complete and although not yet live it is available to view using the link www.castlegateandderwentsurgery.nhs.uk SHR asked members to view the new website and to offer feedback. We are in the process of checking all of the details against our existing website before the website is live. SHR pointed out that the new website cannot be displayed using old internet browsers. Felicity Crowley asked for a list of compatible browsers to be email to her.

ACTION: SHR

Facebook- the new Facebook page for Castlegate and Derwent Surgery is now up and running, SHR asked those members who use Facebook to like the page and the aim is to use this as a tool for updating and informing patients. **ACTION: SHR to look at setting up a virtual PPG Facebook page with the help of school**

Twitter- our Twitter page is also in use giving regular updates from the surgery.

Staff Training- SHR asked if there would be any volunteers to assist with staff training and dealing with emergency situations. The volunteers received were Peter Colquitt Syd Evans, Felicity Crowley and Madelaine Kerr. **ACTION: SHR to contact.**

National Association for Patient Participation(N.A.P.P)- SHR advised that we are now members of the NAPP and this is a resource for our PPG members to use. SHR will email out User name and login details to the group. **ACTION: SHR to email Login for NAPP**

Any other business: Diana Johnson asked that there is a better system for the Flu clinics this year, as she felt that the system last year caused unnecessary queuing and could be improved upon. SHR agreed this would be look at before the clinics begin. **ACTION: SHR to review**

The next meeting will be Monday 26th September between 6-7 pm