

Wordsworth Patient's Participation Group
Minutes of meeting held on Tue 10th January 2017, 6pm

PRESENT:

Saadet Sangha Practice Manager (SS)	Dr Sajjalal (Dr S)	Mehrunissa Bax Vice Chairwoman (MB)
Mick Kalsey PPG member (MK)	Emel Islek Secretary (EI)	Charlie Camenzuli PPG member (CC)
Nilesh Chavda PPG member (NC)		

APOLOGIES:

Michael Wilson Chairman (MW)	Aneeta Bansal PPG Member (AB)	
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1. Welcome and apologies as above.
2. Minutes of the last meeting no comment/ agreed
3. Verbal report from Doctor and Staff representative;

Dr S. – CQC Inspection good feedback and result pending

CQC inspection feedback good with encouragement for practice to boast its working developments and achievements. CQC Chief Inspector, Professor Steve Field informed that the adequate provision of vaccinations fridges are a general problem in Newham however Wordsworth was seen to be 'good'. MK, EI and MW attended – MK commented CQC was genuinely 'interested in what PPG felt' and EI agreed.
Inspection results due end January 2017 to be shared.

SS – Online booking targets and GP Co Op

CCG says encourage patients to book online – the practice has hit the 35% 'bookable appointments' target in order to receive a one-off payment as an incentive.
GP Co OP already receives funding for the three collaborated practices to see patients if there are no appointments to demand (children/ elderly/ carers).

Dr S. – Intradoc (Intranet) developments

The site contains a different version of Outlook, holding information such as primary care, practice complaints and PPG updates. Dr H. needs more time to develop and populate documents. PPG will have restricted access for one PPG member having 'controlled access' i.e. adding minutes. Training in March 2017, TBC.

Dr S. – NEW Physician Associate Programme and Wordsworth interest

This is a three-year programme the practice has expressed interest in. The candidate will have university release up to 2 days per week. They will practice health care tasks such as blood pressure checks and under GP guidance. MB asked of Royal College of GP's approval? Dr. S - yes. EI asked of implications of programme. Dr S. – time consuming for GPs' (training admin, potential error rectifying although he is happy to follow through as there are clear protocols.

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SS – Staff movement's maternity leave/ return and freelance

Returned maternity leave – Dr. Wiley currently 1 day per week to increase to 5 sessions a week from 16th February 2017.

Current maternity leave – Dr. Goodyear left January 2017 possibly returning after 6 months
Dr S. - Regular locums and nurses employed freelance as salaried not appealing to them.
Dr S. is happy as they are interested, young and eager to learn.

AOB

MK – Appointment systems complaints?

Dr S. two complaints received in December 2017 with most demanding months being winter.
Phone lines are now working better.

EI – Practice telephone introduction too long?

SS practice working to shorten it. MK commented on Dr. Goodyear's was good.

SS added that online bookings do go quickly. EE suggested usernames/ passwords be sent by text. SS advised data protection issues won't allow. EMIS system sending appointment text reminders and is working well.

SS – NEW Admin staff employed from December 2016 to March 2017 for 3 hours per day to complete scanning and patient recall duties, e.g. smear target 80% achieved and practice in receipt of funding.

MK – PPG non attendee Emily Adams for 18 months with no calls (CC) to be removed from PPG – all agreed.

EI – CDM designated appointments going well? Dr S. happy, advising that the whole process aims to avoid unplanned hospital admissions (primary care).

PPG elections

All those present in PPG panel agreed by vote:

MW Chairman > *Remain*

MK Secretary *stepped down*, nominated EI as Secretary. **EI** *accepted/ all by vote*.

MB Vice Chairwoman > *Remain*

PPG praised and thanked MK for his valued contribution in his role as Secretary.

AOB

MK suggested the following to be discussed further at next meeting the following:

1. Use Intradoc as a communication tool

2. Add to constitution 'minutes not to be added to website/ intranet until agreed'

Date of next meeting:

Tuesday 13th March 2017
at 5.45pm for a 6pm prompt start.