

MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

14th April 2015

RAMSEY HEALTH CENTRE

Patient members	This meeting
David Paine (Chair)	Present
Peter Philipp (Deputy Chair)	Apologies received
Carole Broom (Secretary)	Present
James Bell	Present
Sandra Bell	Present
Sue Conley	Present
Jeanette Cooney	Apologies received
Maggie Furnliss	Present
Madeleine Jackson	Present
Chris Miller	Present
John Miller	Present
Michael Murphy	Resigned
Kate Paine	Present
Margaret Quincey	Present
Craig Robbins	-
Jane Upward	Present

RHC members	This meeting
Julie White - Joint Practice manager RHC	Present
Grace Roberts – Joint Practice manager	Apologies received
Margaret Edwards- Dispensary Manager	Present
Dr Laura Savage	Present
Dr Lynda Brown	Apologies received

AGENDA ITEM	ACTIONS
<u>Item 1. Welcome and Apologies</u> David Paine welcomed everyone to the meeting. No new patients present. Apologies were noted as above.	
<u>Item 2. Minutes of last meeting</u> The minutes were approved without amendment.	
<u>Item 3. Actions from last meeting</u> N.B. Centre improvements (and Tenancy agreement) have been made a standing agenda item Recruiting new members A poster was produced and displayed on the PPG notice board asking for any interested patients to come along to tonight's meeting. This was also sent to members of the Patient Reference Group but no patients had come forward. JW suggested that we produce a notice for the Ramsey and Warboys Informer. (N.B. An open invitation is present on the practice listing on NHS Choices). Action: CB to modify existing poster for an advert to include in the Informer quoting the PPG email address.	CB
<u>Item 4 Centre improvement / tenancy agreement</u> No progress on the Tenancy agreement was reported. Serco have been reorganised since our last meeting.	

<p>Advice received indicates that the safety issue regarding the window blinds is not urgent. The car park resurfacing is a priority however. CB mentioned that cars not displaying a disabled blue badge have been using the 2 disabled spaces leading to inconvenience for genuine disabled patients. This is not helped by the worn signage on the tarmac and there not being an notice at eye level to discourage errant parking. It would be welcomed if these 2 issues could be addressed by Serco when the car park is resurfaced.</p> <p>Other pending works - roof and guttering and redecoration.</p>	<p>JW</p>
<p><u>Item 5. Appointment system</u></p> <p>With the roll out of Systmonline there are some appointments available to pre-book on line now. These appointments filter in day by day to book for the next few days. Patients can also book blood test appointments - there is no embargo on these.</p> <p>Follow up appointments for GPs are working well however these are full to capacity and are encroaching into pre-bookable slots.</p> <p>The post implementation survey was positive in many aspects with respect to book on the day appointments for urgent care. However, unsurprisingly demand is still outstripping availability for non-urgent appointments with patients having to telephone again the following day and beyond if need be. PPG members are hearing of adverse comments from patients and there are adverse comments on Facebook social media site. CB asked if there are any data with respect to the number of patients who are not given an appointment either on the day or a future appointment when they telephone. JW said that whilst this was measured during the initial roll out of the new system, this information had not been collected since. CB felt that these data were important to capture as it will indicate whether the short fall in appointments is changing and might prompt further action. Action: Identify method to capture appointment shortfall</p> <p>It was reported that Ramsey health centre has more elderly patients (with subsequent higher demand) than other Practices in the area. RHC is more comparable to Warboys surgery (who have also recently changed their appointment system) than to the Rainbow surgery.</p> <p>The recruitment for the replacement Nurse Practitioner is on-going. This nurse was to have taken a lot of the minor health issues leaving more time for the GPs to attend to the more serious issues. Hopefully when this replacement is recruited an improvement will be seen.</p>	<p>JW/GR</p>
<p><u>Item 6. CQC Inspection</u></p> <p>The CQC inspection took place Friday 29th August. The report had one issue for attention relating to dispensing of medication. The response had been accepted by the CQC. Corrective action has been implemented and no repeat inspection is required. The Practice will not receive a formal grading as the inspection took place in the trial period. The informal grading however was "good".</p>	
<p><u>Item 7. General update from the Practice</u></p> <p>Staff changes Recruitment for replacement Nurse Practitioner to take place. Dr Lynda Brown is now only working 2 days/week in preparation for her retirement at the end of September. The news that Dr Ben Curtis will be staying on and joining the practice following his year</p>	

as GP register was warmly welcomed.

Windows Upgrade - The upgrade to Windows 7 was completed.

Systmonline for patient access is now active. The current Electronic repeat prescription service will be discontinued at the end of April.

NHS Choices -The information for Ramsey Health Centre on NHS Choices is out of date stating no electronic prescription service, no on-line appointment booking and no viewing or ordering of prescriptions on line. JW is liaising to get the site updated.

Item 8. Key performance Indicators

8.1 Complaints:

1. Complaint that no pre-bookable appointments available on a day when Windows 7 upgrade was taking place. During the upgrade it had been intentional to restrict appointments to book on the day only to ensure urgent care needs were covered and to minimise complexity of options when computer access limited. The patient was happy with the explanation.

2. No pre-bookable appointments available immediately following the Easter closure. Similarly to no 1 above, it had been intentional to have the maximum number of book on the day appointments; the most likely to be requested following a closure over a long weekend. The patient was happy with the explanation.

3. No pre-bookable appointment available on line when patient tried to book one. It was explained that these appointments are not always available and are added on a day by day basis if available but only appearing on the system a few days before the appointment date.

JW informed the PPG that there will be a 12-month report presented at the next meeting.

8.2 Referrals:

Data for February & March was presented. See tables for breakdown by discipline.

RAMSEY HEALTH CENTRE - REFERRALS: FEBRUARY 2015

TOTAL REFERRALS:	240
Choose and Book	160
Non- Choose & Book	80

BREAKDOWN BY REFERRER:

HP	LAS	LAB	MP	RSC	SRO	BSC	NURSES
64	17	33	42	27	12	25	13

BREAKDOWN BY SPECIALITY:

ALLERGY	AUDIO	BREAST	CARDIO	DERM	DIETETIC	SECHO/ECG	ENT	GASTRO	GEN MED	GEN SURG
2	3	3	11	14	1	10	17	21	0	2
GYNAE	HAEM	MENTAL	MUSCULO	NEURO	NEPH	OBSTETRIC	OPHTH	ORTHO	OT	ORTHOTICS
5	0	25	6	5	0	0	11	9	1	0
PAEDS	PHYSIO	PLASTICS	PODIATRY	PRIVATE	RESP	RHEUM	SLEEP	UROLOGY	VASCULAR	MISC
7	8	3	8	10	6	3	3	10	1	35

RAMSEY HEALTH CENTRE - REFERRALS: MARCH 2015

TOTAL REFERRALS:	289
Choose and Book	206
Non- Choose & Book	83

BREAKDOWN BY REFERRER:

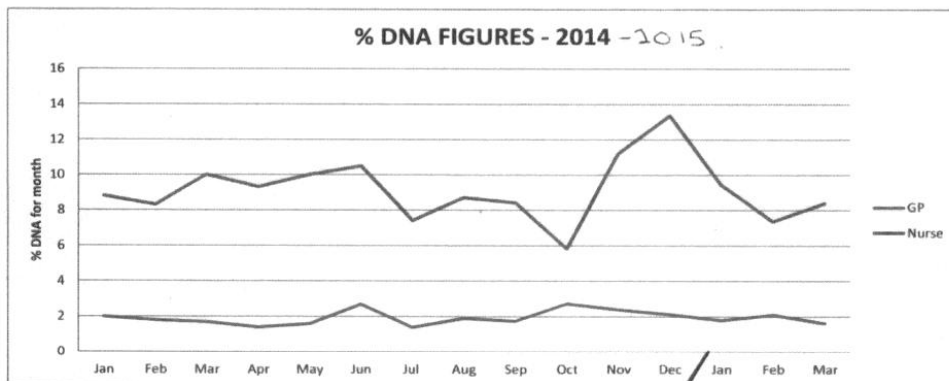
HP	LAS	LAB	MP	RSC	SRO	BSC	NURSES
72	30	18	64	17	29	39	20

BREAKDOWN BY SPECIALITY:

ALLERGY	AUDIO	BREAST	CARDIO	DERM	DIETETICS	ECHO/ECG	ENT	GASTRO	GEN MED	GEN SURG
1	2	3	12	12	5	11	15	40	4	3
GYNAE	HAEM	MENTAL	MUSCULO	NEURO	NEPH	OBSTETRIC	OPHTH	ORTHO	OT	ORTHOTICS
16	3	23	15	5	0	1	8	10	0	0
PAEDS	PHYSIO	PLASTICS	PODIATRY	PRIVATE	RESP	RHEUM	SLEEP	UROLOGY	VASCULAR	MISC
7	13	2	6	11	6	8	0	16	2	29

8.3 DNAs

The graph below shows the trend in % DNA figures for GP and Nurse appointments since January 2014. **DNAs for the GPs remains relatively stable at around 2% but these missed appointments could make a difference to be shortfall in access. It is still a concern that there is a average 8% DNA rate for nurse appointments over a sustained period.**



8.4 Friends and Family survey - Results since Dec 2014 are shown below.

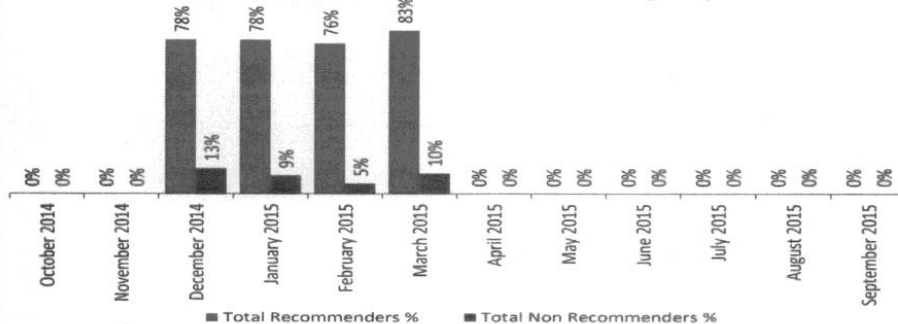
The majority of patients ($\geq 76\%$) would be happy to recommend the practice.

Additional comments (where patient has agreed these can be made public):

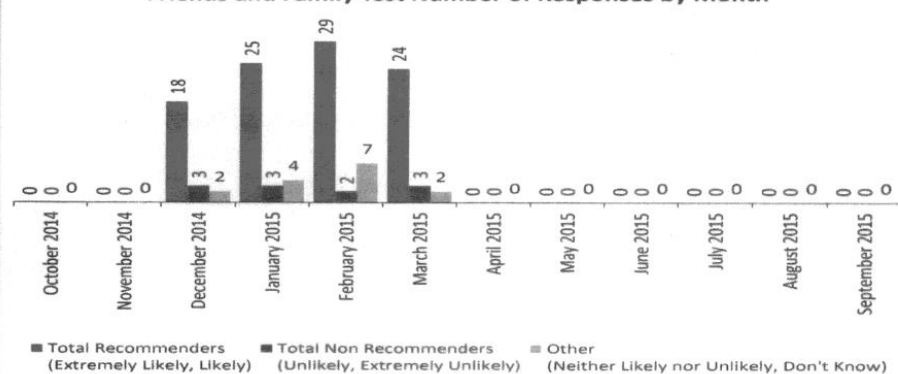
- Unlikely to recommend - Very frustrating not being able to make an appointment when feeling really poorly. I also find the attitude of some receptionists a little unnecessary and not very helpful
- Extremely likely to recommend - Have always been pleased with the service - very friendly and always professional
- Extremely likely to recommend - Sound advice and care. Appointments used to be difficult to come by but now much better. All staff helpful and approachable.

Ramsey Health Centre

Friends and Family Test Recommender Percentages by Month



Friends and Family Test Number of Responses by Month



Item 9. Any Other Business

John Miller asked about obtaining a password for systmonline. Response: Patients should present their completed application form at reception with suitable Identification (photo ID + utility bill ideal). Two members of staff verify the application and ID. The patient then receives a username and a password (which must be changed on logging in the first time. Proxy forms are required for children. Currently patients have contractual minimum access only i.e. medications, appointments, summary patient record but not test results.

JW was asked how many patients had registered to date - Response: 109.

Date of next meeting - Tuesday 9th June 2015 6pm

MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

9th June 2015

RAMSEY HEALTH CENTRE

Patient members	This meeting
David Paine (Chair)	Present
Peter Philipp (Deputy Chair)	Present
Carole Broom (Secretary)	Present
James Bell	
Sandra Bell	
Sue Conley	Present
Jeanette Cooney	Present
Maggie Furniss	Present
Madeleine Jackson	
Chris Miller	Present
John Miller	Present
Kate Paine	Present
Margaret Quincey	
Craig Robbins	
Jane Upward	Present

RHC members	This meeting
Julie White - Joint Practice manager RHC	Apologies received
Grace Roberts – Joint Practice manager	Present
Margaret Edwards- Dispensary Manager	Present
Dr Laura Savage	Present
Dr Lynda Brown	Apologies received

AGENDA ITEM	ACTIONS
<p><u>Item 1. Welcome and Apologies</u> David Paine welcomed everyone to the meeting. No new patients present. Apologies were noted as above.</p>	
<p><u>Item 2. Minutes of last meeting</u> The minutes were approved with one amendment to item 6 “dispensing” changed to “prescription signing”</p>	
<p><u>Item 3. Actions from last meeting</u> N.B. Centre improvements (and Tenancy agreement) have been made a standing agenda item</p> <p>Recruiting new members A poster was produced and displayed on the PPG notice board asking for any interested patients to come along to tonight's meeting. This was also sent to members of the Patient Reference Group but no patients had come forward. JW suggested that we produce a notice for the Ramsey and Warboys Informer. (N.B. An open invitation is present on the practice listing on NHS Choices).</p> <p>Adverts for the local press and possible</p>	CB
<p><u>Item 4 Centre improvement / tenancy agreement</u> No progress on the Tenancy agreement was reported. Serco have been reorganised since our last meeting.</p>	

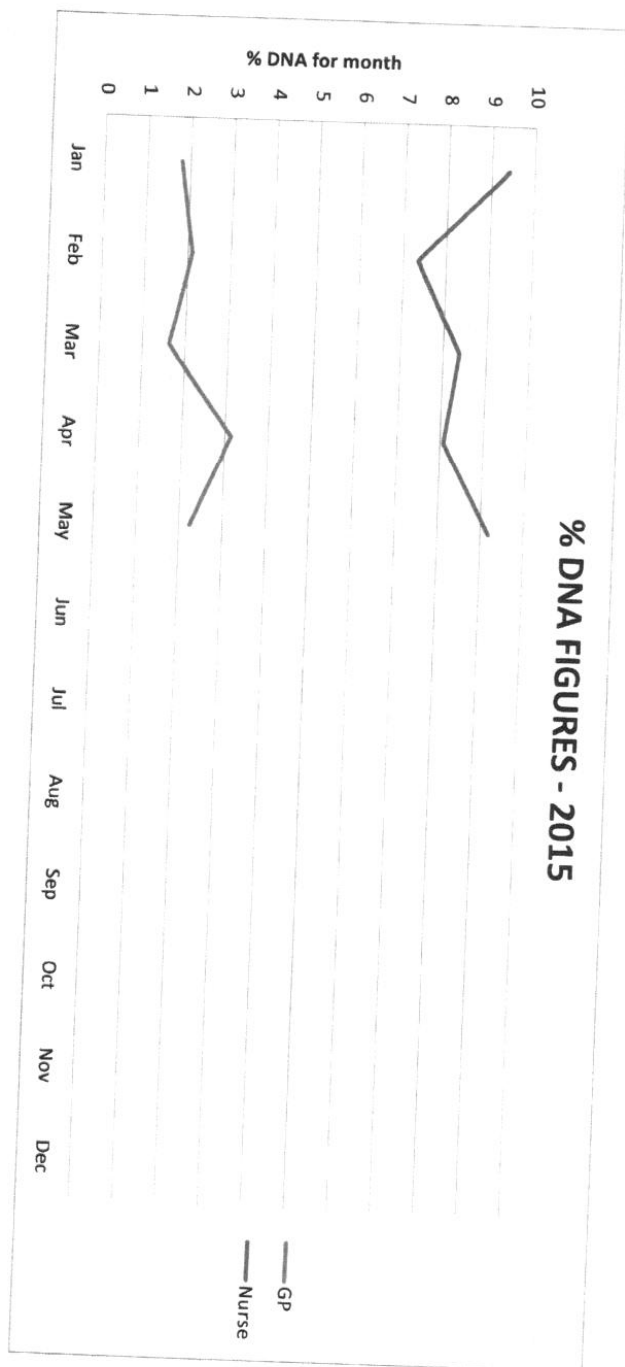
<p>Advice received indicates that the safety issue regarding the window blinds is not urgent. The car park resurfacing is a priority however. CB mentioned that cars not displaying a disabled blue badge have been using the 2 disabled spaces leading to inconvenience for genuine disabled patients. This is not helped by the worn signage on the tarmac and there not being a notice at eye level to discourage errant parking The Chairman is still researching signage</p> <p>Held over from previous meeting - Other pending works - roof and guttering and redecoration.</p>	DP/JW
<p><u>Item 5. Appointment system</u></p> <p>No data has been captured for patients who did not get what they wanted.</p> <p>It appears that there are people who cannot get an appointment. RHC said some of the problem is that Practitioner Nurse is not in place.</p> <p>Action: Identify method to capture appointment shortfall</p>	JW/GR
<p><u>Item 6. Uniting Care Partnership</u></p> <p>Started in April and will be on the Agenda for the next meeting.</p> <p>Joint Emergency RHC will give feedback at the next meeting Team (JET) for joined up care especially for older patients with the aim of reducing hospital admissions and have more joined up thinking. Suzie Freeman coordinates with Uniting Care..</p>	PP RHC
<p><u>Item 7. General update from the Practice</u></p> <p>Staff changes</p> <ul style="list-style-type: none"> • Dr Patel is on maternity leave. • A new nurse has been appointed she should be in place Mid July. she is on the bank for Hinchbrooke. • Dr Pearce has resigned for personal reasons. • Dr Linda Brown leaves in September • 2 registrars are due to start in August. • There will be no full time Doctors by September update required at next meeting • Recruitment ongoing for new fulltime GP • Ben Curtiss is staying on. • Abbey school require sick notes for all students off school this could be a problem as it will add to Doctor's workload. All surgeries have written to the school to resolve the issue. <p>Systmonline for patient access is now active. The current Electronic repeat prescription service will be discontinued at the end of April.</p> <p>Text reminders. Soon to be rolled out.</p> <p>Reception Waiting Some people seem to have problems that take time to resolve it was suggested that they should be asked to wait in waiting room for other back room staff to resolved.</p>	RHC RHC RHC

<p>Some lost prescriptions Some have gone missing maybe due to printing problems. It was also suggested that repeat prescriptions/suggestions box are maybe why some have gone missing RHC to look at changing positions.</p>	RHC
<p><u>Item 8. Key performance Indicators</u></p> <p><u>See attached documents 1 to 5</u></p> <p><u>8.1 Complaints:</u></p> <p>JW informed the PPG that there will be a 12-month report presented at the next meeting.</p> <p><u>8.2 Referrals:</u></p> <p>Data for 2014/2015 was presented. See tables below for breakdown by discipline.</p>	

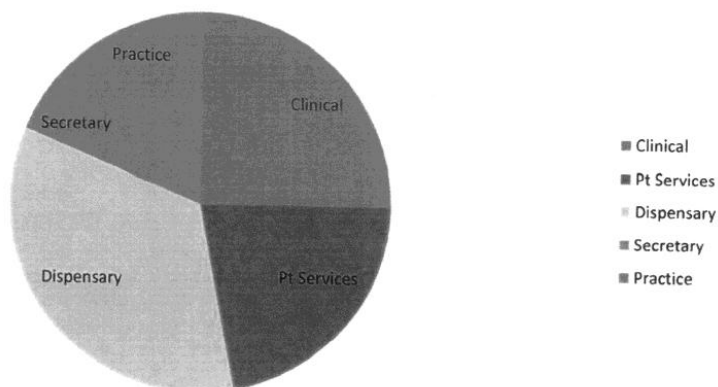
<p><u>8.3 DNAs</u></p> <p>The graph below shows the trend in % DNA figures for GP and Nurse appointments since January 2014. DNAs for the GPs remains relatively stable at around 2% but these missed appointments could make a difference to be shortfall in access. It is still a concern that there is a average 8% DNA rate for nurse appointments over a sustained period.</p> <p>Appointment reminder system may help reduce problem especially for nurse appoints which are often booked some time ahead.</p>	
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<p>8.4 Friends and Family survey - Results since Dec 2014 are shown below. The majority of patients (>=76%) would be happy to recommend the practice.</p>	
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<p><u>Item 9. Any Other Business</u></p> <ul style="list-style-type: none"> With the government aiming at 24hr cover by doctors, RHC consider this to be challenging. It was suggested that local MP's should be invited to listen to problems. Charity money from bequests and charity shops stands at £2000 Electronic prescriptions still need to be signed off. Ray Stafford at Rainbow is Chair of Hunts PC. Maggie Furniss asked if we could approach One Leisure for additional help in the swimming pool for people with mobility difficulties. 	<p>DP</p> <p>GR</p>
<p><u>Date of next meeting - Tuesday 13th October 2015 6pm</u></p>	



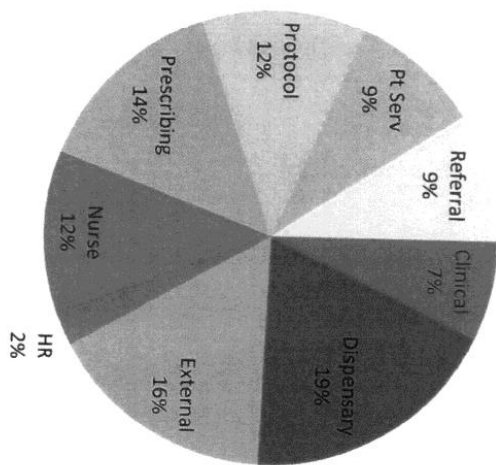
2014/15 COMPLAINTS



23% increase
in complaints
from prev 12M.

	Written complaints rec'd	Total upheld
Medical	8	2
Dental	0	
GP admin	23	11
Other	1	
Total	32	13
Communications/attitude	4	0
Premises		
Practice/surgery management	13	9
General Practice administration	5	1
Clinical	7	2
Other	3	1
Total	32	13

Significant Event Review 2014-15



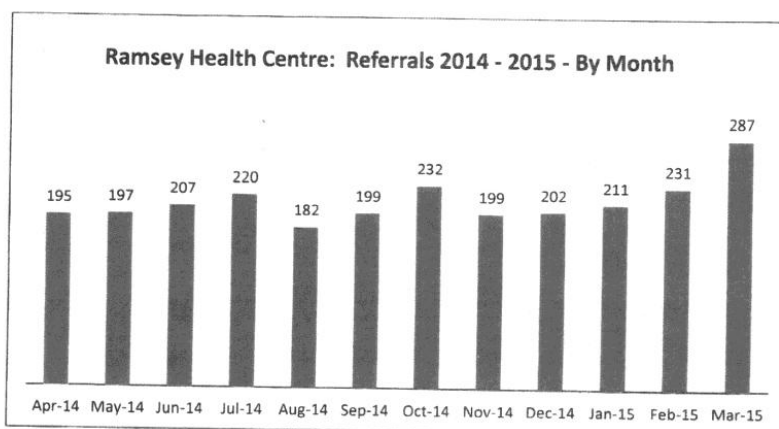
ATTACHMENT 4

REFERRALS – ANNUAL SUMMARY 2014/2015

Page 1

1. Referral totals

Total: 2562	
Total sent via Choose and Book: 1781 (69.52%)	Total NOT sent via Choose and Book: 781 (30.48%)

2. Monthly Breakdown

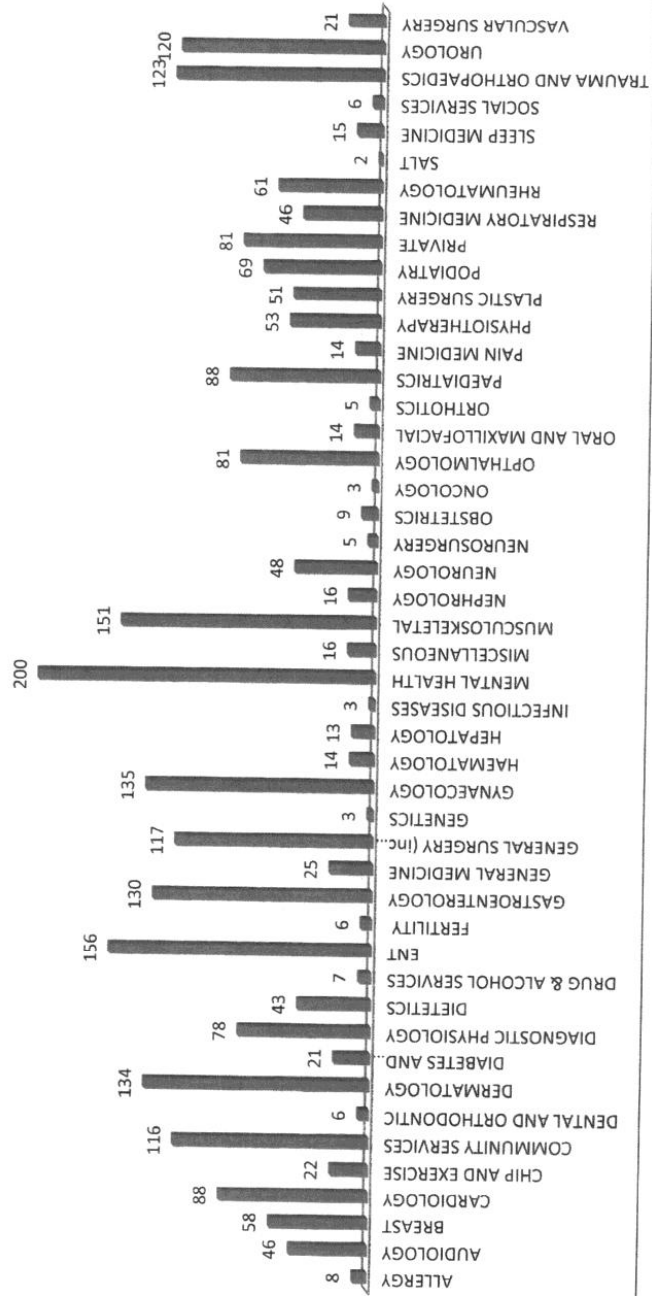
nb: These monthly totals have been adjusted slightly from those on the monthly summaries distributed throughout the year. This is largely due to the removal of all ultrasound and CT referrals (at GP request) from the referral figures, midway through 2014).

23/04/2015

RAMSEY HEALTH CENTRE - REFERRAL STATISTICS 2014-15

3. Breakdown by Speciality

Ramsey Health Centre: Referrals 2014/15 - By Speciality



MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

13th October 2015

RAMSEY HEALTH CENTRE

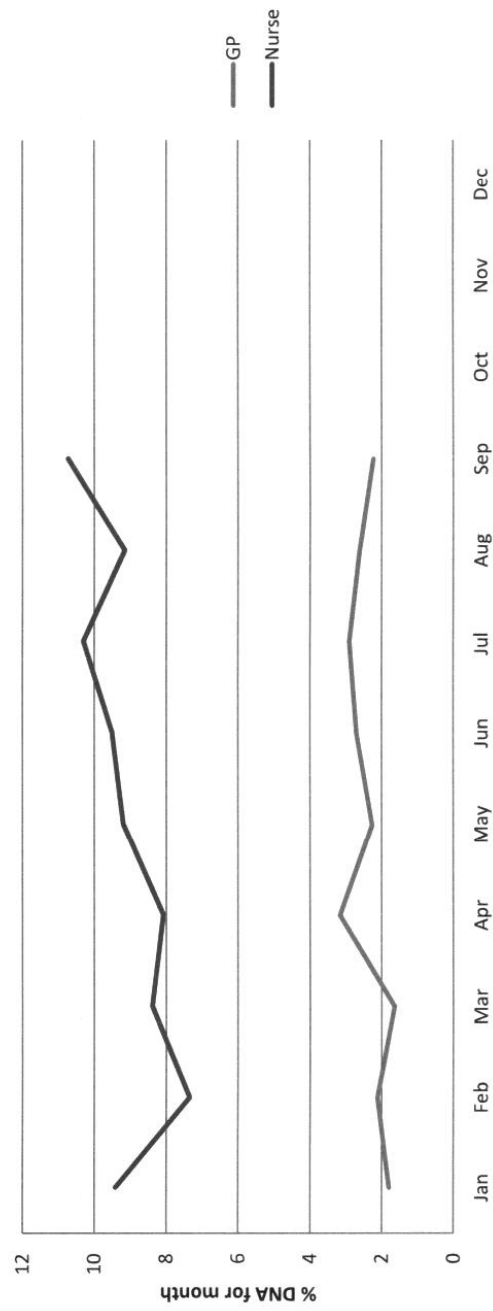
Patient members	This meeting
David Paine (Chair)	Present
Peter Philipp (Deputy Chair)	Present
Carole Broom (Secretary)	Present
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Jeanette Cooney	Apologies received
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Madeleine Jackson	Apologies received
Chris Miller	Present
John Miller	Present
Kate Paine	Apologies received
Margaret Quincey	Present
Craig Robbins	
Jane Upward	Present

RHC members	This meeting
Julie White - Joint Practice manager RHC	Present
Grace Roberts – Joint Practice manager	Apologies received
Margaret Edwards- Dispensary Manager	Present
Dr Pierce	Present

AGENDA ITEM	ACTIONS
<u>Item 1. Welcome and Apologies</u> David Paine welcomed everyone to the meeting. No new PPG members present. Apologies were noted as above.	
<u>Item 2. Minutes of last meeting</u> The minutes of the last meeting were approved and handed to Carol Broome for filing.	
<u>Item 3. Actions from last meeting</u> Recruiting new members Carol Broom has been in touch with R & W Informer regarding future items for publication. Adverts for the local press and possible Carol Broom to discuss with JW/GR after the practice meeting with a view to preparing an article for the local press. All agreed that the profile of the Practice needs to be raised.	CB
<u>Item 4 Centre improvement / tenancy agreement</u> No progress on the Tenancy agreement was reported. Serco have been reorganised since our last meeting.	

<p><u>8.2 Referrals:</u></p> <ul style="list-style-type: none"> Referrals have increased by about 10% from last year. 	
<p><u>8.3 DNAs</u></p> <ul style="list-style-type: none"> Nurse DNA's have increased to over 10% JW will try to find the reason it is on the increase. May put a notice in the waiting room. Doctor DNA's are steady at about 2% <p>DNA graph attached.</p>	JW
<p>8.4 Friends and Family survey - Results since Dec 2014 are shown below. The majority of patients (>=76%) would be happy to recommend the practice.</p>	
<p><u>Item 9. Any Other Business</u></p> <ul style="list-style-type: none"> The 2 reception clerks fro dispensary are leaving by 31/10. The practice is discussing the need to replace them as the electronic prescription system is being improved so may not need tobereplaced. The question was raised re vaccinations at home and care homes. The practice said that they were almost complete. The dates for future meetings was agreed as second Tuesday bi monthly (see dates below). 	
<p><u>Meeting closed 18.57</u></p> <p><u>Date of next meetings –</u> Tuesday 8th December 2015 @6pm Tuesday 9 February 2016 @6 pm Tuesday 12th April 2016 @6 pm Tuesday 14th June 2016 @ 6 pm</p>	

% DNA FIGURES - 2015



Ramsey Health Centre

www.ramseyhealthcentre.co.uk

Who & Where

The Ramsey Health Centre is a large GP practice situated in the heart of town, providing General Medical Services to nearly 7000 residents in the locality. We are based in Mews Close along with the District Nursing and Health Visitor teams.

GP Training

We are proud to be a well-established training practice, helping qualified doctors, known as registrars, complete the final stages of their GP Training.

We believe that achieving and maintaining training practice status enhances the quality of the medical care that we provide at the practice. It also enables patients to see a wider range of clinicians whilst allowing the surgery to benefit from the fresh ideas and approaches brought by young enthusiastic doctors.

We have been a training practice for many years and the feedback from patients regarding our registrars has been overwhelmingly positive. The doctors tend to be in the surgery for between 6 and 12 months, becoming an integral part of the practice team and an invaluable resource for patients.

Dispensary

The practice is fortunate to have a modern, well equipped dispensary which is air conditioned ensuring the medication is stored at the correct temperature. Barcode scanners and IT equipment provide a secure technological working environment.

Our qualified and experienced dispensers provide medication and information to patients living in the surrounding villages. They are able to help and support patients with their medications either face-to-face at the dispensary hatch or, if necessary, in a private room.

Our dispensers also provide a free service for patients who have difficulty remembering to take their medications. Medication is placed in boxes with daily compartments and allocated times, enabling patients to see clearly when they took their last dose. If you would like more information regarding eligibility for this doset box service please contact our Dispensary Manager in the practice.

In a recent survey, our dispensing patients rated the dispensary service as excellent and our thanks to all those who took part in the survey and gave such positive feedback. Full details can be found on the practice website.

Nursing Homes

Of course not all our patients are able to visit the surgery to see the GP and for these patients we take our services on the road. In particular we work closely with the 3 local nursing homes - Florence House, Red House and Manor House with our GPs providing regular ward rounds to visit our patients so that we may know and understand their ongoing healthcare needs as well as responding to urgent more acute problems as they occur.

Minor Injuries

Acknowledging that we are several miles away from an Accident & Emergency (A&E) Department, Ramsey Health Centre is able to treat some minor injuries to our patients, here in the practice. Where necessary those injuries which are more severe or which need specialist hospital equipment (eg x-ray) will be referred to the A&E, possibly after initial assessment and dependent upon the severity/urgency of the injury. If you are unfortunate to suffer a minor injury please speak with the surgery to see if we may treat the problem in the practice.

Flu 2015/16

This Year's flu campaign was a huge success with over 550 patients attending on the Saturday morning. As usual the practice team were supported by our fabulous Patient Participation Group and our huge thanks to all for their help and support. There are still flu vaccinations available at the Practice for those that were unable to make it on the 10th October.

Building Improvements

Improvements to the building are apace with maintenance starting on the external building on 6th November. Remedial works to the car park are also in hand and expected to start shortly. We hope that plans for the internal maintenance and upgrade will be approved in the New Year and the practice team are working closely with NHS Estates and Property Services to ensure a high quality premises to meet the needs of both our patient population and staff.

We will aim to keep any disruption to a minimum and thank you for your consideration whilst this long overdue work is completed.

Ramsey Health Centre
Mews Close, Ramsey, Huntingdon, Cambridgeshire,
PE26 1BP

Fast
Se

For November's parade around Whyte, Ramsey shoes, scarves, jewellery. The parade the right shows Mary, Helen, Je Lisa showing-off party outfits.

Carousel brought along some of its vintage brooches, self along with lovely new scar Sue Ryder charity also had a stall Christmas cards, jigsaw puzzles, and various other.

The room was with members the clothes rail Christmas card was then served.

A big thank you from Carousel to members with entertaining at.

Over the last have recruited members, including month's meeting that we are now recruit some guests now have four very welcome. Contact no: 01- See website for



Christmas DANCE

Pidley
Evening
money

By Jill
We at Pidley Mountain
At the end of October

RAMSEY HEALTH CENTRE - REFERRALS: OCTOBER 2015

TOTAL REFERRALS:

Choose and Book
Non- Choose & Book

269
191
78

BREAKDOWN BY REFERRER:

HP	LAS	MP	RSC	SRO	BSC	NURSES	RE	FS
46	20	58	14	35	43	14	36	3

BREAKDOWN BY SPECIALITY:

ALLERGY	AUDIO	BREAST	CARDIO	CHIP/GYM	COMM SERVS	DENTAL	DERM	DIAB/ENDO	DIAG PHYS	DIET	DRUG/ALC
1	4	8	10	2	10	1	3	6	9	1	0
ENT	FERTILITY	GASTRO	GEN MED	GEN SURG	GENETICS	GYNAE	HAEM	HEP	INF DIS	MENTAL	MISC
18	1	16	2	0	1	15	7	0	0	22	34
MSK	NEPH	NEUROLOGY	NEUROSURG	OBSTETRICS	ONCOLOGY	OPHTH	ORAL/MAX	ORTHOTICS	PAEDS	PAIN	PHYSIO
13	1	11	0	0	0	5	0	2	7	0	4
PLASTIC	PODIATRY	PRIVATE	RESP	RHEUM	SALT	SLEEP	SOCIAL SERV	TRAUMA/ORTH	UROLOGY	VASCULAR	
11	5	7	5	8	0	1	0	7	6	5	

RAMSEY HEALTH CENTRE - REFERRALS: NOVEMBER 2015

TOTAL REFERRALS:

Choose and Book
Non- Choose & Book

265
197
68

BREAKDOWN BY REFERRER:

HP	LAS	MP	RSC	SRO	BSC	IO	RE	NURSES
24	27	41	28	30	55	16	33	11

BREAKDOWN BY SPECIALITY:

ALLERGY	AUDIO	BREAST	CARDIO	CHIP/GYM	COMM SERV	DENTAL	DERM	DIAB/ENDO	DIAG PHYS	DIET	DRUG/ALC
1	4	5	6	2	7	0	14	5	16	5	0

ENT	FERTILITY	GASTRO	GEN MED	GEN SURG	GENETICS	GYN/AE	HAEM	HEP	INF DIS	MENTAL	MISC
11	1	18	0	7	0	10	5	2	0	23	28

MSK	NEPH	NEUROLOGY	NEUROSURG	OBSTETRICS	ONCOLOGY	OPHTH	ORAL/MAX	ORTHOTICS	PAEDS	PAIN	PHYSIO
13	4	5	0	0	0	2	3	1	3	1	3

PLASTIC	PODIATRY	PRIVATE	RESP	RHEUM	SALT	SLEEP	SOCIAL SERV	TRAUMA/ORTH	UROLOGY	VASCULAR
3	5	8	4	5	1	2	0	13	13	6

RAMSEY HEALTH CENTRE - REFERRALS: DECEMBER 2015

TOTAL REFERRALS:

Choose and Book

Non- Choose & Book

225
161
64

BREAKDOWN BY REFERRER:

HP	LAS	RSC	SRO	BSC	IO	RE	NURSES	LOCUM
33	22	20	10	57	32	41	7	3

BREAKDOWN BY SPECIALITY:

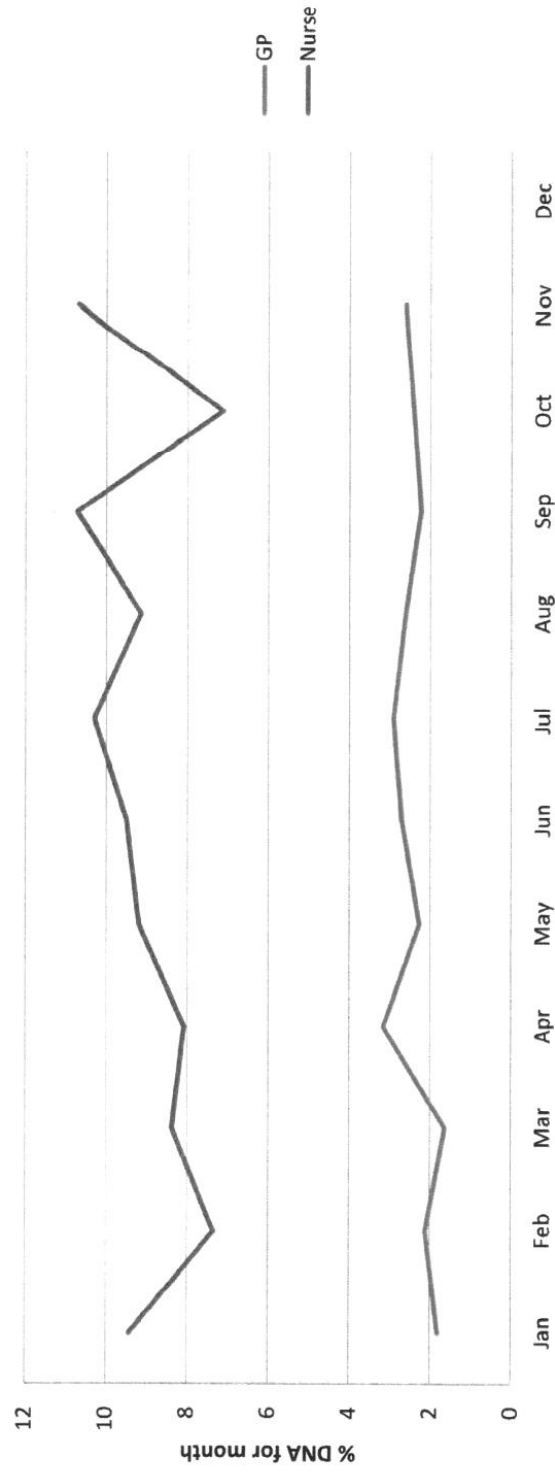
ALLERGY	AUDIO	BREAST	CARDIO	CHIP/GYM	COMM SERVS	DENTAL	DERM	DIAB/ENDO	DIAG PHYS	DIET	DRUG/ALC
1	7	4	12	5	5	0	12	4	3	1	1

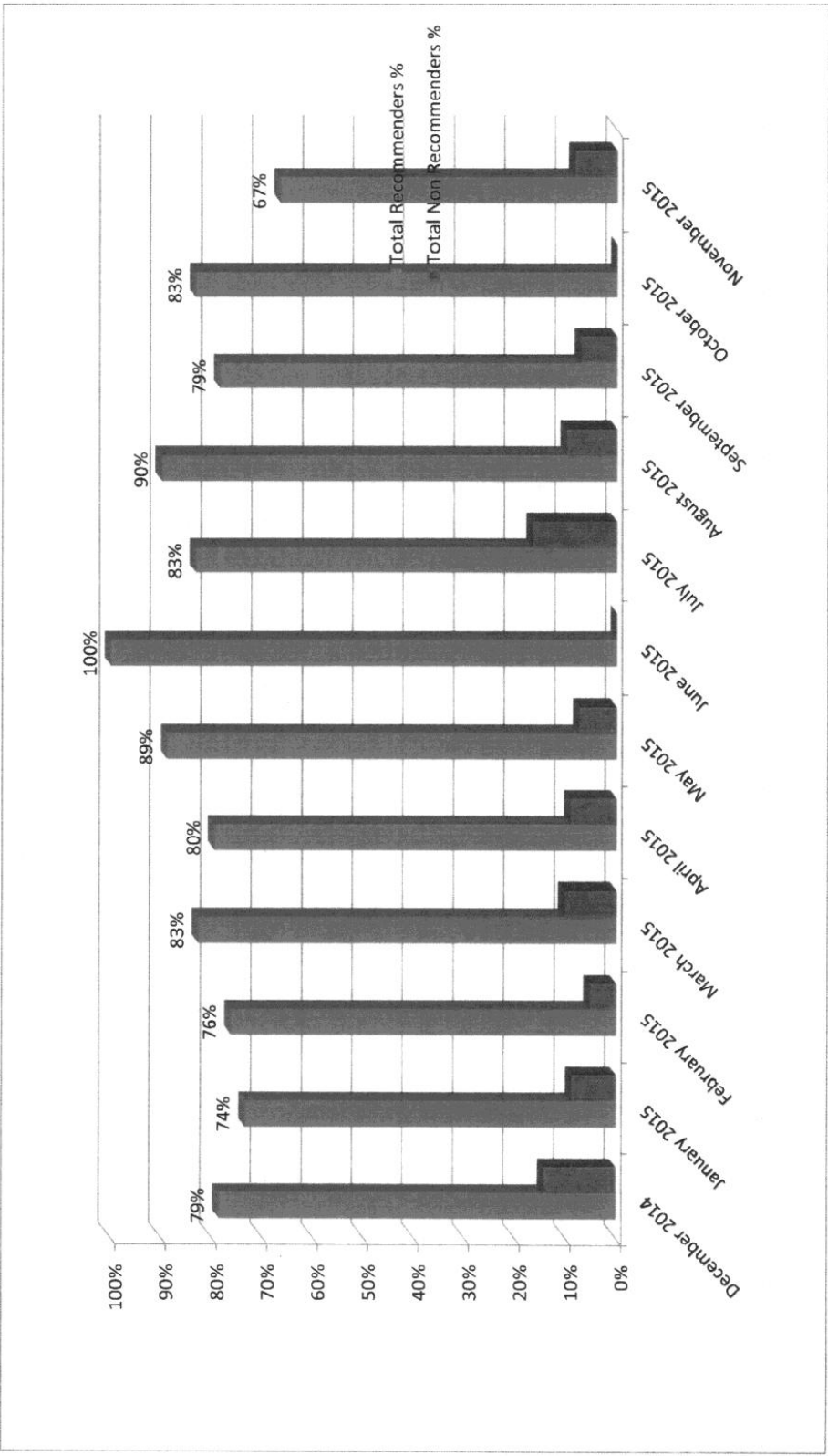
ENT	FERTILITY	GASTRO	GEN MED	GEN SURG	GENETICS	GYNAE	HAEM	HEP	INF DIS	MENTAL	MISC
13	3	17	2	3	2	10	9	2	0	20	20

MSK	NEPH	NEUROLOGY	NEUROSURG	OBSTETRICS	ONCOLOGY	OPHTH	ORAL/MAX	ORTHOTICS	PAEDS	PAIN	PHYSIO
9	1	0	0	0	0	2	1	1	8	2	0

PLASTIC	PODIATRY	PRIVATE	RESP	RHEUM	SALT	SLEEP	SOCIAL SERV	TRAUMA/ORTH	UROLOGY	VASCULAR
3	2	9	9	2	1	1	0	7	10	1

% DNA FIGURES - 2015





MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

9th February 2016

RAMSEY HEALTH CENTRE

Patient members	This meeting
David Paine (Chair)	Present
Peter Philipp (Deputy Chair)	Apologies received
Carole Broome (Secretary)	Apologies received
James Bell	Apologies received
Sandra Bell	Apologies received
Sue Conley	Present
Jeanette Cooney	
Maggie Furnliss	Apologies received
Madeleine Jackson	Apologies received
Chris Miller	Apologies received
John Miller	Apologies received
Kate Paine	Present
Margaret Quincey	Present
Craig Robbins	
Jane Upward	Present

RHC members	This meeting
Julie White - Joint Practice manager RHC	Present
Grace Roberts – Joint Practice manager	Present
Margaret Edwards- Dispensary Manager	Present
Dr L Savage	Present

AGENDA ITEM	ACTI ONS
<u>Item 1. Welcome and Apologies</u> David Paine welcomed everyone to the meeting. No new PPG members present. Apologies were noted as above.	
<u>Item 2. Minutes of last meeting</u> The minutes of the last meeting 8 December require amendments 1. item 7 stating "that there are no nurses on maternity leave" 2. item 9 JW to contact Rainbow not DP	PP
<u>Item 3. Actions from last meeting</u> No discussion at meeting	
<u>Item 4 Centre improvement / tenancy agreement</u> No progress on the Tenancy agreement was reported. Serco have been reorganised since our last meeting. Serco : <ul style="list-style-type: none"> • Majority of work now completed • Potholes to be filled in before end of financial year • Rest of car park work will be done 2016/17 financial year 	

<ul style="list-style-type: none"> • Guttering and flat roof is completed • Discussions ongoing concerning reception areas. • Offer of furniture from Barclays bank has been accepted by GR on behalf of RHC. 	
<p><u>Item 5. Appointment system</u></p> <p>Following a question to management it was explained that some appointments each day are reserved for internet requests and this seems to be best practice.</p>	
<p><u>Item 6. Uniting Care Partnership</u></p> <p>The remaining part of the Uniting Care Partnership is trying to make a commitment for what remains of it. JET which will seek to streamline the system to get appropriate patients into hospital earlier in the morning, which would enable day treatment cases to be released earlier in the day. Nursing homes can also access JET. The objective being to help patients to avoid using doctors surgeries.</p>	RHC
<p><u>Item 7. General update from the Practice</u></p> <p>Lyn Burrows and another nurse practitioner have resigned which has resulted in an advert being placed for a nurse leader. Once one she has been appointed there will be a review to see if another nurse is required. Dawn is now the Respiratory Nurse. There is a locum nurse who will stay until any new appointment is made.</p> <p>Systmonline Needs some volunteers to have their data coded by the end of April.. Contact JW or GR</p>	
<p><u>Item 8. Key performance Indicators</u></p> <p><u>See attached documents</u></p> <p><u>8.1 Complaints:</u></p> <p>Only one complaint received in January concerning a controlled drug prescription that had time expired after 28 days had elapsed since signing off. Three bouquets had been received. citing sympathetic treatment following father's death, a prompt diagnosis which was seen as life saving, and praise for the doctor's manner.</p> <p><u>8.2 Referrals:</u></p> <ul style="list-style-type: none"> • Referrals have increased by about 10% from last year. 	
<p><u>3 DNAs</u></p> <p>Doctors' DNAs was down 1%. Nurses DNAs down 2% Friends and A request was made for a list of abbreviations to be given to help the uninitiated members.!</p> <p>DNA graph attached.</p>	JW
<p><u>8.4 Friends and Family survey – Graph attached.</u></p> <p>Results since Dec 2015 are attached. Family showed 100% "pleased" over 2 consecutive months.</p>	

<p><u>Item 9. Any Other Business</u></p> <p>There being no AoB the meeting was closed at 18.43</p>	
<p><u>Meeting closed 7.00pm</u></p>	
<p><u>Date of next meetings –</u> Tuesday 12th April 2016 @6 pm Tuesday 14th June 2016 @ 6 pm Tuesday 9th August 2016@ 6pm Tuesday 11th October 2016 @ 6pm</p>	

RAMSEY HEALTH CENTRE - REFERRALS: DECEMBER 2015

TOTAL REFERRALS:

Choose and Book

Non- Choose & Book

225
161
64

BREAKDOWN BY REFERRER:

HP	LAS	RSC	SRO	BSC	IO	RE	NURSES	LOCUM
33	22	20	10	57	32	41	7	3

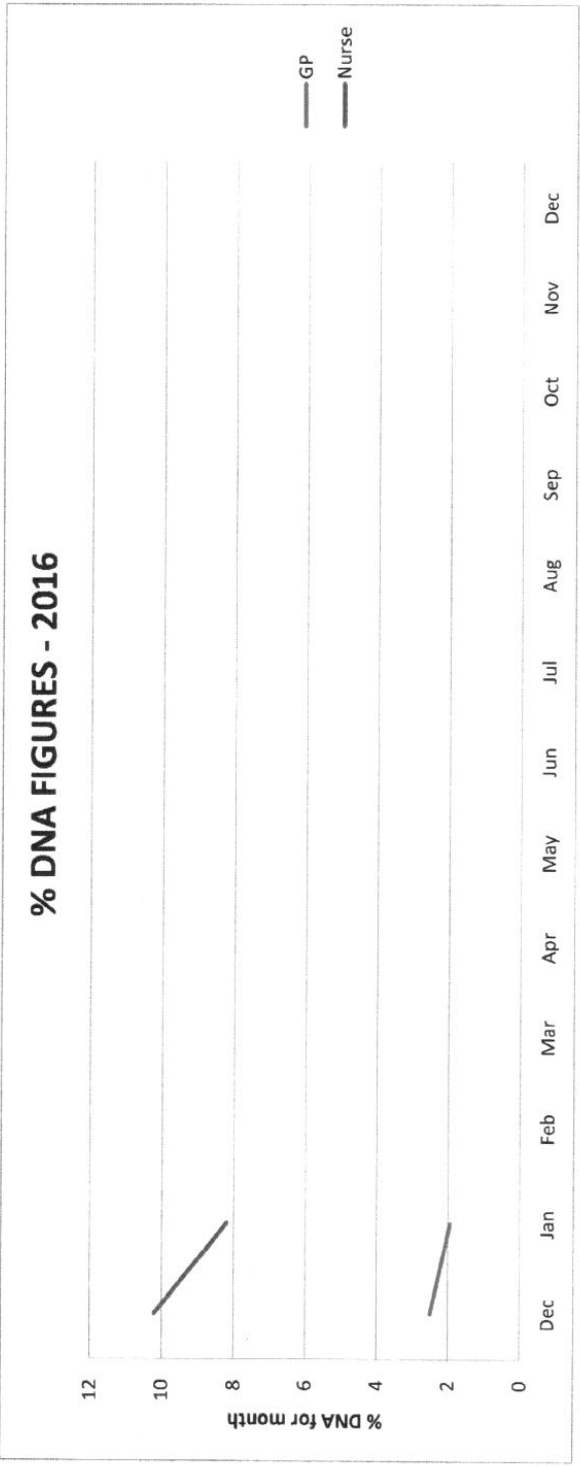
BREAKDOWN BY SPECIALITY:

ALLERGY	AUDIO	BREAST	CARDIO	CHIP/GYM	COMM SERVS	DENTAL	DERM	DIAB/ENDO	DIAG PHYS	DIET	DRUG/ALC
1	7	4	12	5	5	0	12	4	3	1	1

ENT	FERTILITY	GASTRO	GEN MED	GEN SURG	GENETICS	GYN&E	HAEM	HEP	INF DIS	MENTAL	MISC
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MSK	NEPH	NEUROLOGY	NEUROSURG	OBSTETRICS	ONCOLOGY	OPHTH	ORAL/MAX	ORTHOTICS	PAEDS	PAIN	PHYSIO
9	1	0	0	0	0	2	1	1	8	2	0

PLASTIC	PODIATRY	PRIVATE	RESP	RHEUM	SALT	SLEEP	SOCIAL SERV	TRAUMA/ORTH	UROLOGY	VASCULAR
3	2	9	9	2	1	1	0	7	10	1



Ramsey Health Centre
Friends and Family Test results



December 2015	
Extremely Likely	Easy to get appointment. Doctor very helpful in dealing with long term problems
Extremely Likely	Dr Roy and Alison - firstly great attitude and other staff are nice too
Extremely Likely	Seen fast
Likely	Experiences of treatment received and professionalism 1st Class. The only thing letting the service down is how difficult it is to get an appointment as on occasional service user with full time job
January 2016	
Extremely Likely	Easy to get appointment. Doctor very helpful in dealing with long term problems
Extremely Likely	Very Helpful and polite on understanding my health requirements
Extremely Likely	My enquiry on the phone this morning was handled well the triage doctor called me at the time I was told and arranged for me to be seen within the next 90 minutes. My consultation with both the Nurse and Doctor was professional and understanding with genuine concern for my well being
Likely	Quick phone consultation and appointment - friendly Doctor
Likely	Good attention
Likely	Appointment seemed on time not much waiting; staff are very friendly and eager to help.