

**PATIENT PARTICIPATION GROUP (PPG) MEETING**

**ANNUAL GENERAL MEETING**

**8<sup>TH</sup> APRIL 2014**

**RAMSEY HEALTH CENTRE**

| <b>Patient members</b>                  |   |
|---|---|
| David Paine (re-elected Chair 08/04/14) | Peter Philipp (re- elected Deputy Chair 08/04/14) |
| Sandra Bell                             | Sue Conley  |
| Kate Paine (minutes)                    | Maggie Furniss                                    |
| Don Howell                              | Jane Upward                                       |

| <b>RHC members</b>                     |  |
|--|--|
| Grace Roberts – Joint Practice manager | Julie White (Joint Practice manager RHC) |
| Margaret Edwards – Dispensary manager  |  |

| <b>Apologies:</b>                            |                                   |
|--|-----------------------------------|
| Carole Broom (re-elected Secretary 08/04/14) | James Bell (Patient Member)       |
| Madeleine Jackson (Patient member)           | Michael Murphy (Patient member)   |
| Linda Levi (Patient member)                  | Margaret Quincey (Patient member) |
| Jeanette Cooney (Patient member)             |                                   |
| Chris Miller (Patient member)                | John Miller (Patient member)      |
| Georgie Weir (RHC)                           |                                   |

| <b>AGENDA ITEM</b>  | <b>ACTIONS</b>                       |
|---|--------------------------------------|
| <b><u>Item 1. Introductions and Apologies</u></b><br><br>David Paine welcomed everyone to the meeting. Apologies were noted - see above   |                                      |
| <b><u>Item 2. PPG officers for 2014/15</u></b><br><br>The current officers indicated their agreement to continue in their posts.<br><br>David Paine (Chairman) proposed by Don Howell, seconded Peter Philipp<br><br>Peter Philipp (Vice Chairman) proposed by Jane Upward, seconded Sue Conley<br><br>Carole Broom (Secretary) in her absence proposed by Peter Philipp, seconded Grace Roberts. |                                      |
| <b><u>Item 3. Review of effectiveness of PPG activities.</u></b><br><br>The PPG felt that it was early days for any PPG effectiveness to be felt. However, it was agreed that the question of appointments was a priority. The results of the Dr. First survey would be studied as well as any other systems being considered by the Health Centre.   | <b>Carry over to normal business</b> |

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| <p><b><u>Item 4. Terms of Reference</u></b></p> <p>The Terms of Reference had been agreed at the last meeting however it was agreed that the second sentence of section 4.1 of the document should be altered to read as follows: 'The PPG will act as a safety valve for dealing with concerns and complaints about the practice but these will be passed to a Practice Manager for resolution.' It was felt that this would better conserve patient confidentiality. Agreed</p> | <p><b>Secretary<br/>to amend<br/>TOR</b></p> |
| <p><b><u>Item 5 Any Other Business</u></b></p> <p>Peter Philipp asked what was the protocol for patients' complaints. Response: The Practice Manager is responsible for replying to any written complaints, but any discussion in a PPG meeting must be anonymous. Agreed</p>   |  |
| <p><b><u>Item 6 – Date of next AGM meeting</u></b><br/>April 2015 at date to be confirmed.</p>  |  |

# MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

8<sup>TH</sup> APRIL 2014

## RAMSEY HEALTH CENTRE

| Patient members                         |  |
|---|--|
| David Paine (re-elected Chair 08/04/14) | Peter Philipp (re-elected Deputy Chair 08/04/14) |
| Sandra Bell                             | Sue Conley                                       |
| Kate Paine (minutes)                    | Maggie Furniss                                   |
| Don Howell                              | Jane Upward                                      |

| RHC members                            |  |
|--|--|
| Grace Roberts – Joint Practice manager | Julie White Joint Practice manager RHC |
| Margaret Edwards – Dispensary manager  | Dr Lynda Brown                         |
| Dr Manch Patel                         |  |

| Apologies:                                   |                                   |
|--|-----------------------------------|
| Carole Broom (re-elected Secretary 08/04/14) | James Bell (Patient Member)       |
| Madeleine Jackson (Patient member)           | Michael Murphy (Patient member)   |
| Linda Levi (Patient member)                  | Margaret Quincey (Patient member) |
| Jeanette Cooney (Patient member)             |                                   |
| Chris Miller (Patient member)                | John Miller (Patient member)      |

| AGENDA ITEM  | ACTIONS   |
|--|-----------|
| <b>Item 1. Introductions and Apologies</b><br>David Paine welcomed everyone to the meeting. Apologies were noted - see above.  |           |
| <b>Item 2. Minutes of last meeting</b><br>The minutes of the meeting on 25.02.14 had been circulated and were accepted and signed by the Chairman in the absence of the Secretary.   |           |
| <b>Item 3. Actions from last meeting</b><br><b>3.1 Hunts Patients Congress meetings - Carry over to next meeting</b><br><br><b>3.2 First Aid training</b> – A Life-saving demonstration had been mooted for the meeting on 20 <sup>th</sup> May. Only 3 PPG members were interested in the Fitzwilliam demonstration on life saving techniques. It was suggested that to boost interest other groups e.g. Young Mum's, and Patient's Representative Group should be invited to share the demonstration: possibly during the day might be helpful. On Tuesdays, Thursdays and Friday afternoon the meeting room is free and could be used. It was agreed that a minimum of 10 people would be a reasonable number for the demonstration. <b>Julie to send information to the PRG by email.</b><br><br><b>3.3 Feedback on complaint.</b> It was confirmed that a Practice Manager had replied to the complaint raised at the last meeting.<br><br><b>3.4 Key Performance Indicators</b><br>Peter Philipp suggested that key performance indicators might be produced at each meeting to see what progress was being made and if the group could help in any way. | Action JW |

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|  |            |
|--|------------|
| considered the three most important areas in the Practice. To be discussed at the next meeting.  | Carry over |
| <p><b><u>Item 7. Any Other Business</u></b></p> <p>7.1 Resignation - Linda Levi regrettably has resigned from the PPG due to a change in family circumstances.</p> <p>7.2 Performance Indicators - Peter Philipp asked how many appointments were pre booked on a Saturday and on Monday morning. Julie White said that there are 90-120 telephone calls on a Monday morning and 3 people to take the calls. He asked for data on this perhaps after 4 weeks. (NB No Saturday opening at present).</p> <p>7.3 Don Howell suggested that if a patient could not be given an appointment on the day requested and were asked to telephone again the next day, there should be some way of prioritising repeated appointment requests. <b>To be considered.</b></p> <p>7.4 David Paine highlighted a weakness of procedures between the RHC and the Acorn Trust. When an application form was completed, in this case requesting an appointment with a podiatrist, it was not acknowledged until an appointment was arranged for the month it was given. Also there was no telephone number on the form. If patients were able to attend the Acorn Centre for their appointment, it would be much quicker. Dr Brown said that the RHC had no control over Acorn.</p> <p>7.5 David Paine asked if anyone had read the brochure 'Proposals to improve peoples' healthcare and adult community services'. The proposals were fundamentally sound but would entail considerable funding. A discussion ensued and it was agreed that there would be no further action at this time.</p> <p>7.6 Don Howell felt it was unsatisfactory that some people were leaving the meetings early. He was advised that the members in question had advised prior to the meeting that they would be leaving early due to prior commitments and as they hadn't wanted to miss the meeting altogether had stayed as long as possible.</p> | Carry over |
| <p><b><u>Item 8 – Date of next meeting</u></b></p> <p>Tuesday 20<sup>th</sup> May 2014 6pm</p>   |            |

# **MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING**

**20th MAY 2014**

## **RAMSEY HEALTH CENTRE**

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

| <b>RHC members</b>                     | <b>This meeting</b> |
|--|---------------------|
| 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  |

| <b>AGENDA ITEM</b>  | <b>ACTIONS</b> |
|---|----------------|
| <b><u>Item 1. Welcome and Apologies</u></b><br>David Paine welcomed everyone to the meeting. Apologies were noted - see above.  |                |
| <b><u>Item 2. Minutes of last meeting</u></b><br>The minutes of the meeting on 08/04/14 had been circulated and were accepted and signed by the Chairman. The amended Terms of Reference were also agreed. The minutes of the Annual General Meeting were agreed (subsequently some minor corrections made and minutes will be re-circulated).  |                |
| <b><u>Item 3. Actions from last meeting</u></b><br><b>3.1 Hunts Patients Congress meetings</b> - There were no offers from the patient members to become the Practice representative to replace Carole Broom (who now is secretary for the PPG) at this point in time. Peter Philipp may be able to attend some future meetings but is unable to attend the next meeting on 1st July. It was decided that we would send apologies and review the forthcoming minutes and agenda for the following meeting on 2nd September.<br><br><b>3.2 Life saving techniques</b> – The Patient Representative Group (PRG) had been circulated with the information for possible demonstration at this meeting. Unfortunately the request to Fitzwilliam was not made early enough and the demonstration had to be cancelled. It is possible to reschedule but the demonstration |                |

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| <p>would be at the <b>Fitzwilliam</b> site. It is still intended to offer this open to the Mothers group, the PPG and the PRG. <b>Action: Sue Conley to contact the Fitzwilliam regarding arranging and liaise with the Practice.</b></p>   | SC |
| <p><b>3.3 Notice Board</b><br/>A discussion took place on how PPG members might be contacted and what contact details to display. A full list of members would be displayed with the recommendation to direct comments and concerns to the PPG via the Practice. Any additional information would need the consent of the individual PPG member. <b>Action: Carole Broom to email group to determine any additional information each member would be happy to display.</b></p>  | CB |
| <p><b>3.4 Letter to NHS England re funding for centre improvements</b><br/>Grace Roberts reported that Julie White had this in hand. Review progress next meeting</p>   | JW |
| <p><b><u>Item 4. Carers Trust Cambridge</u></b><br/>Angela Whitehead (Carer Services Development Worker) from the Carers Trust Cambridge has offered to come to speak with the PPG/Practice at a mutually convenient time on the services they offer including respite care. The Practice has a list of registered carers but might also be of interest to those with a potential future need. (Post meeting note - 2x half day course arranged for 26th June &amp; 3rd July.)</p>  |    |
| <p><b><u>Item 5. General update from the Practice</u></b></p> <p><b><u>Named GPs:</u></b> Grace Roberts reported that all patients aged 75years+ now require a named "usual" GP. RHC has approximately 750 such patients equating to about 10% of all patients. Letters will be sent to patients starting 19th May informing them of their named GP. A patient can still see another GP if their named doctor does not have an appointment in the desired time frame.</p> <p><b><u>Text messaging:</u></b> For those patients who have consented, a message will now be sent when an appointment is booked at no extra cost to the Practice. However this will not extend to appointment reminders at this time.</p> <p><b><u>Dr Schofield</u></b> will in future be a salaried GP rather than a Partner in the Practice.</p>   |    |
| <p><b><u>Item 6. Update on "Dr First"</u></b></p> <p>The results from the "Dr First" survey indicated that there <b>was</b> sufficient resource for appointments over the week but that the Practice needed to "work smarter". Unsurprisingly Mondays were the busiest day during the 4 week study. On average demand on Monday and Tuesday exceeded capacity whilst the reverse was true for Weds-Fri. Over the 4-week period a total of 1480 patients were seen and there were 20 Did not attends for GPs. The Dr First philosophy is that no new appointments are given without triage by a clinical telephone assessment and that in this way only about 50% of triage calls convert to an actual appointment. Currently 40% of appointments are "book on the day" and 60% are pre-booked with no need for patients to give any details for any appointment.</p> <p>The recommendations from Dr First had been discussed within the Practice and presented in advance to DP, PP and CB. Grace Roberts gave an account of the proposed plans together with printed proposed rosters.</p> |    |

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| <p>Summary of the proposed changes: It was felt that a complete switch to telephone triage would not be met favourably by patients and therefore a percentage of pre-bookable appointments would continue. Under the new system patients wishing an appointment would telephone from 8am and give their details to the receptionist. The patient would be able to express a preference for the telephone consultation from the doctors on duty. GPs would then telephone the patient back (after approx 10:00am) to discuss the patient's medical needs. Book-on-the-day appointments would be allocated where appropriate until all "routine" slots filled. The duty doctor/nurse team would continue to deal with urgent appointments. A small number of appointments for early the next day may be allocated to a patient by GPs where a patient cannot attend the same day. There will be specific appointments allocated for GP follow ups.</p> <p>The need for repeated telephoning for appointment requests as per the current system should be addressed by the proposed telephone triage system.</p> <p>All agreed that the successful implementation depended on robust planning and dissemination of information regarding the appointment system changes stressing the positive aspects such as appointments with the appropriate Health Care Professional, reduction in unnecessary appointments and therefore more available for patients who do need them. In the initial weeks there will be a backlog of pre-booked appointments already in the system which will deplete the number of appointment slots available.</p> |          |
| <p><b>Item 7. Update on Practice website</b><br/>New website all on track for release at the end of May.</p>  |          |
| <p><b>Item 8. Action Plan</b><br/>A discussion took place on the areas of current interest.<br/>Three areas were identified:<br/>1. Access - all to promote the new system prior to launch possibly with PPG members in the waiting room to answer queries<br/>2. Further publicise the role of Practice Nurses<br/>3. Positive publicity for the PPG and the Practice - e.g. PR for the appointment system change as mentioned above is crucial. <b>Action: David Paine to liaise with Julie White / Grace Roberts.</b></p>  | JW/GR/DP |
| <p><b>Item 9. Key performance Indicators</b><br/><u>Complaints:</u> 2 complaints have been received since the last meeting.<br/>The first was in relation to a specialist referral where the patient did not want to be referred. Prior consent should be obtained from the patient but GPs can be concerned regarding the time delay in some circumstances. GPs all made aware of the complaint.<br/>The second was a complaint sent through to NHS England mid April received by the Practice mid May. A patient had complained about being removed from the Practice list because of their abusive behaviour towards GPs and other staff and causing damage to building fabric. A response has been sent to the patient and NHS England explaining that the decision was justified.</p> <p><u>Letter of thanks.</u> A letter of thanks has been received from the relative of a RHC patient. Carole Broom also reported from a patient who had been impressed with the appointment they had attended with Sister Shelley French.</p> <p><u>Referrals</u><br/>The number of referrals for April 2014 was presented. There were 226 in total - 142 by "Choose and Book" and 84 by non-choose and book.</p>   |          |

| By speciality:   |                |               |                |  |        |        |        |           |    |    |    |               |    |    |    |
|--|----------------|---------------|----------------|--|--------|--------|--------|-----------|----|----|----|---------------|----|----|----|
| Audiology 9  | Breast 4       | Cardiology 8  | Dermatology 9  |  |        |        |        |           |    |    |    |               |    |    |    |
| Echo/ECG 3   | ENT 12         | Gasto 13      | Gen Medicine 2 |  |        |        |        |           |    |    |    |               |    |    |    |
| Gen Surgery 3  | Gynae 8        | Haematology 1 | Mental 14      |  |        |        |        |           |    |    |    |               |    |    |    |
| Musculo 10   | Neuro 2        | Nephrology 2  | Ophth 4        |  |        |        |        |           |    |    |    |               |    |    |    |
| Orthopaedics 18  | Paediatrics 11 | Physio 6      | Plastics 3     |  |        |        |        |           |    |    |    |               |    |    |    |
| Podiatry 4   | Private 7      | Respiratory 7 | Rheum 6        |  |        |        |        |           |    |    |    |               |    |    |    |
| Sleep 1  | Ultrasound/CT  | Urology 10    | Vascular 2     |  |        |        |        |           |    |    |    |               |    |    |    |
| Misc 14  |                |               |                |  |        |        |        |           |    |    |    |               |    |    |    |
| <p><b>Item 10.</b><br/> <b>Did Not Attends (DNAs)</b><br/> DNA data (number of appointments) for the last 3 months broken down by GP and Nurses is shown below:</p> <table> <tr> <th></th><th>Feb 14</th><th>Mar 14</th><th>Apr 14</th></tr> <tr> <td><b>GP</b></td><td>35</td><td>39</td><td>38</td></tr> <tr> <td><b>Nurses</b></td><td>89</td><td>93</td><td>77</td></tr> </table> <p>A discussion followed as to why missed appointments were higher for nurses compared to GPs. Possible reasons could be because nurses appointments might be made well in advance and then forgotten or the condition improved in the interim, not valued as highly as a GP appointment or simply if there are proportionately more nurse than GP appointments. The PPG asked if the number could be expressed also as a percentage of appointments booked.</p> <p><u>Verbal (or physical) abuse</u><br/> This had been discussed at length in regard to a complaint received by the Practice. There are posters in the waiting room stating the NHS position on zero tolerance. A suggestion was made to display a message on the electronic board in addition. The PPG would help where possible.</p> |                |               |                |  | Feb 14 | Mar 14 | Apr 14 | <b>GP</b> | 35 | 39 | 38 | <b>Nurses</b> | 89 | 93 | 77 |
|  | Feb 14         | Mar 14        | Apr 14         |  |        |        |        |           |    |    |    |               |    |    |    |
| <b>GP</b>  | 35             | 39            | 38             |  |        |        |        |           |    |    |    |               |    |    |    |
| <b>Nurses</b>  | 89             | 93            | 77             |  |        |        |        |           |    |    |    |               |    |    |    |
| <p><b>Item 11. Any Other Business</b><br/> None<br/> The meeting closed at 19:50hrs</p>  |                |               |                |  |        |        |        |           |    |    |    |               |    |    |    |
| <p><b>Date of next meeting</b><br/> Tuesday 1st July 2014 6pm</p>  |                |               |                |  |        |        |        |           |    |    |    |               |    |    |    |

## MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

1st JULY 2014

### RAMSEY HEALTH CENTRE

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

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

| AGENDA ITEM   | ACTIONS |
|---|---------|
| <p><b><u>Item 1. Welcome and Apologies</u></b><br/>David Paine welcomed everyone to the meeting. Apologies were noted from James &amp; Sandra Bell, Jane Upward.</p>  |         |
| <p><b><u>Item 2. Minutes of last meeting</u></b><br/>The minutes of the meeting on 20/05/14 had been circulated and were accepted and signed by the Chairman. The minutes of the Annual General Meeting following amendment were agreed and signed by the Chairman.</p>   |         |
| <p><b><u>Item 3. Actions from last meeting</u></b><br/> <b>3.1 Life saving techniques</b> – A demonstration has been proposed for the 23rd September at 18:45hrs at the Fitzwilliam hospital. (This is also the date for the September PPG meeting. So far there are less than 5 patients interested in attending. Action: Review how many likely attendees by the end of August to assess if demo is viable (a minimum of 12 participants is suggested).<br/> <b>3.2 Notice Board</b><br/>A full list of members is now displayed with the message that the PPG welcomes</p> | DP/SC   |

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|---|-----------------------------|
| <p>comments or concerns. No other contact information is displayed. The PPG discussed creating a Google email account. This was welcomed and motion formally proposed by Peter Philipp and seconded by Sue Conley. <b>Action: PP to set up account.</b> Also it was felt that a suitable receptacle could be placed in the reception area to receive correspondence.</p> <p><b>3.3 Letter to NHS England re funding for centre improvements</b><br/>No letter sent as yet because there has been some work on-going including a new electrical distribution board. There is some concern regarding the tenancy agreement which was with the Primary Care Trust which has since been dissolved and a new agreement with Serco has not been released. RHC is in discussion with Serco regarding water flushing and Legionella testing for unused rooms. Review progress next meeting. <b>Action: Carry over</b></p> | <p>PP</p> <p>Carry over</p> |
| <p><b><u>Item 4. CQC Inspection</u></b><br/>This will be the first inspection by CQC and has been scheduled for 27th August. Julie White has supplied many documents to the inspectors to review prior to the inspection day. The Inspectors will be talking to patients and staff. Their focus is thought to be regarding quality of care and consultations / access. If a patient consents the inspector can be present during a consultation. The change to the appointment system will not take place until after the inspection.<br/>Several members of the PPG were happy to help prepare for the inspection or be present on the day including DP, PP, CB, JU. <b>Action: Julie White to approach members as required</b></p>  | <p>JW</p>                   |
| <p><b><u>Item 5. General update from the Practice</u></b></p> <p>Carers Trust - 2x half day course was arranged for 26th June &amp; 3rd July. The first session attracted only 1 carer.</p> <p>Text messages on booking appointments is on-going. Please sign up at reception to take part.</p> <p>The Dispensary is still closed on Thursday afternoon. A locum dispenser started at the Practice 27th June and will work Fridays only, as required.</p> <p>See also AOB</p>   |                             |
| <p><b><u>Item 6. Action Plan - Access Update on "Dr First"</u></b></p> <p>New appointment system roll out deferred to 1st September.</p>  |                             |
| <p><b><u>Item 7. Action Plan - Publicising role of Nurses, The Practice &amp; the PPG</u></b><br/>David Paine presented a printed summary of the nurses' role entitled "Carry on - Nurse". A discussion followed with the group feeling that it should be short &amp; punchy to encourage patients to read it. It was felt that the summary needed to start by saying that patients do not need to see a GP for conditions A, B, C etc. Practice staff to adjust wording of summary.<br/>The role of nurses is to be emphasised during the lead up to the new appointment system.</p>   | <p>JW/GR/DP</p>             |

Local publicity - The various avenues open to placement of a Practice article were discussed - these included the new Ramsey & Warboys Informer, Village scene (Upwood), Bury Bugle, Hunts Post. **Action: An article needs producing to go into the publications - Peter Philipp volunteered to do this.**

PP

**Action: David Paine to liaise with editorial teams to establish timelines, any costs involved etc** (Post meeting note - Bury Bugle is no longer publishing following release of Ramsey & Warboys Informer)

DP

### **Item 8. Key performance Indicators**

Regarding the complaint reported last meeting from a patient who was removed from the Practice list - NHS England has upheld the decision of the Practice to remove the patient.

#### **8.1 Complaints:**

2 complaints have been received since the last meeting.

- Complaint 1 - regarding quality of service - this is on-going. **Action: review any action required next meeting**
- Complaint 2 - regarding handling of child protection policies in "extended families" i.e. where there are children from both partners in the family. The Practice have made some changes in procedures following the complaint.

#### **8.2 Referrals:**

The number of referrals for May 2014 was presented. There were 217 in total - 149 by "Choose and Book" and 68 by non-choose and book.

Of the 217 referrals, 20 needed to be reviewed by RSS (Referral Support Service) for appropriateness - only 1 was not accepted.

The numbers by speciality were Urology 6; Gynaecology 3; ENT 7; Gastro 4.

#### **8.3 DNAs**

|        | Mar 14 | Apr 14 | May 14                                |
|--------|--------|--------|---------------------------------------|
| GP     | 39     | 38     | 45 of ~1700 appts (2.65%)             |
| Nurses | 93     | 77     | 140 of ~ 1300-1400 appts (approx 10%) |

The **percentage** of appointments missed was felt to be important and should be trended.

There is spare capacity within nursing appointments.

### **Item 9 . Any Other Business**

D Paine - A letter from Mr Don Howell had been received notifying of his resignation from the PPG. DP will write to Mr Howell thanking him for his contribution.

J White - there are forthcoming changes in the GP Registrars within the Practice

- Dr Ben Curtis who is a speciality trainee joining in August
- Dr Aisling (female), Foundation level trainee joining in August
- Dr Emma Hattle the current GP Registrar is leaving following completion of her placement.

C Miller - asked if there were dates yet planned for the September flu clinics. JW



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| <p>responded that this was in the planning stage and will be discussed next meeting.</p> <p>S Conley - asked about the "Put Patients First campaign" to increase funding to GPs. J White responded that the top up payment for complex patients is being phased out. The Royal college of GPs is asking government to increase funding from the current 8.39% to 11% by 2017. There is more information on line see - <a href="http://www.putpatientsfirst.rcgp.org.uk">www.putpatientsfirst.rcgp.org.uk</a>.</p> <p>P Philipp - enquired about Cancer detection rates which have been in the news recently and the possibility of fines for GPs. Dr Savage responded that it is not only about referring patients appropriately but also about managing non-specific symptoms which may be cancer but could be caused by other conditions. Specialist clinics are unlikely to be able to accommodate increased numbers of referrals at the current funding level.</p> <p>The meeting closed at approximately 19:45hrs</p> |  |
| <p><b><u>Date of next meeting</u></b></p> <p>Tuesday 12th August 2014 6pm</p> <p>Apologies noted in advance from Chris &amp; John Miller / Sandra and James Bell.</p>  |  |



|  |   |
|--|---|
| <p><b>Action: CB to create poster for the PPG notice board to publicise.</b> As an alternative to email we still need a receptacle placed in the health centre to receive written correspondence.</p> <p><b>3.3 Letter to NHS England re funding for centre improvements</b><br/>Still no progress with the tenancy agreement (6 of the 8 local practices in the Commissioning group are so affected) and still no resolution regarding water flushing and Legionella testing for unused rooms. Julie White reported that despite the lack of tenancy agreement the windows and soffits have been cleaned. Review progress next meeting. If the issue threatens to affect clinical care then further action will need to be taken. <b>Action: Carry over</b></p> <p><b>3.4 Publicity for practice and role of nurses</b><br/>Peter Philipp had prepared an article for local press which was sent to David Paine for comment and then forwarded to Julie White. The article had to be abridged for the Ramsey Community news. It has not yet been sent to the Ramsey &amp; Warboys Informer. <b>Action: David Paine to send <u>unabridged</u> article to Ramsey &amp; Warboys Informer.</b></p> <p><b>3.5 Complaint regarding quality of service reported last meeting</b><br/>The complaint was investigated and it was found that communication between the practice and the patient could have been better to explain the issue of the Doctor/Nurse boundary. The issues raised have been shared with the staff as a learning outcome. A letter has been sent to the patient and they have been invited to respond if not resolved to their satisfaction. Closed.</p> | <p><b>Carry over</b></p> <p><b>DP</b></p> |
| <p><b><u>Item 4. CQC Inspection</u></b></p> <p>Date for the inspection will be <b>FRIDAY 29th August</b> not 27th as previously quoted. Team will comprise approx 5 inspectors who will be focusing on safeguarding (children &amp; vulnerable adults) and "clinical excellence". The inspection team will be requesting additional protocols before the visit and are asking for comment cards to be available in the practice for patients to complete prior to the inspection for review by the inspectors. Several members of the PPG were happy to help prepare for the inspection or be present on the day including DP, PP, CB, JU, SC. <b>Action: Julie White to approach members as required.</b> As mentioned later in section 6 PPG members will be welcomed in the waiting area to answer any queries on the forthcoming CQC inspection.</p>   | <p><b>JW</b></p>                          |
| <p><b><u>Item 5. General update from the Practice</u></b></p> <p><b>5.1 Pathology.</b> The testing and reporting service transferred to Addenbrooke's Pathology (from Hinchingsbrooke) approximately 2 weeks ago. (i.e. ~ 29th July). The new <b>tQuest</b> system is an IT solution that enables primary care clinicians to send electronic requests for pathology services at the local NHS laboratory. It is only available within RHC and not available to the district nurse team or the Care homes. There have been a few teething problems with the new system, not helped by a lack of communication. There are 2 sample collections per day planned which will be an improvement over the mid-morning collection previously.</p> <p><b>5.2 New Doctor position.</b> An advert is currently out for a new full time GP (either a partner or salaried GP) to supplement the team. This is to allow scope for existing doctors to reduce the number of hours they work (rather than increasing GP hours</p>  |   |

|   |                           |
|---|---------------------------|
| <p>which were assessed as sufficient for the number of registered patients in the recent Dr First survey).</p> <p><b>5.3 Newsletter.</b> New issue will be released next week which will include an article on the dispensary which Carole Broom penned some time ago (Part 1 was on Patient Services).</p> <p><b>5.4 GP Registrars.</b> The change in GP Registrars discussed last meeting has taken effect. Dr Emma Hattle has now left the practice and Dr Ben Curtis and Dr Aisling Connolly have joined the practice.</p> <p><b>5.5 Dispensary.</b> An advert is out for a new member for the Dispensing team to fill a recent vacancy. (See also under Complaints.)</p>   |                           |
| <p><b><u>Item 6. Update on the Appointment system</u></b></p> <p>The new appointment system is still on track for implementation Monday 1st September. There will be a staff briefing meeting early next week to refresh everyone.</p> <p>It is hoped that PPG members will be available to help make patients aware of the reasons for the change both in the lead up to and following implementation. This will be to promote the message to use the nursing staff where appropriate and generally promoting the benefits of the GP led triage to make <b>best and fairest use</b> of doctor / nurse resources for all patients whilst losing the 8am rush for appointments. In the lead up to the CQC inspection PPG members can also help with any enquiries in this area also.</p>   |                           |
| <p><b><u>Item 7. Key performance Indicators</u></b><br/>Regarding the complaint reported last meeting - please see earlier section 3.5</p> <p><b><u>7.1 Complaints:</u></b><br/>3 complaints have been received since the last meeting.</p> <ul style="list-style-type: none"> <li>Complaints 1 &amp; 2 - regarding Dispensary. Patients waiting too long for medications to be dispensed, no regular medications ready on occasion or partial orders only. The reduction in the level of service is a result of staff shortages. The normal complement of 3.5 WTE (whole time equivalent) has been reduced to just 1.5 WTE due to one member of staff being on long term sick leave (hence the closure of Thursday afternoon) and another member of staff requiring compassionate leave for a family bereavement. Extra hours have been put in by Margaret Edwards to try to cover the deficit. A member of Patient Services staff has been having training to give out medication (but not to dispense). Tracy Clark, a dispenser from Alconbury surgery, has been helping on Fridays but they have been unable to spare her recently due to their own staffing issues. A locum (Vanessa Carter) has been employed for the short term and the member of staff who was on long-term sick has now left the practice. An advert is out to recruit a new member of staff. Hopefully the situation should improve in the next few weeks. <b>It was suggested that a message is displayed on the electronic message board to apologise and say that the Practice is addressing this issue. Action: JW/GR</b></li> <li>Complaint 3 - Complaint is a clinical issue and is currently under investigation having only been received recently. <b>Action: Review outcome</b></li> </ul> | <p>JW/GR</p> <p>Carry</p> |

|  |      |
|--|------|
| next meeting   | over |
| <b>7.2 Referrals:</b><br>The number of referrals for July 2014 was presented. There were 248 in total - 152 by "Choose and Book" and 96 by non-choose and book.<br>No data for July referrals reviewed by RSS was available for the meeting. |      |

REFERRALS SUMMARY

RAMSEY HEALTH CENTRE

JULY 2014

|  |
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| <b>RAMSEY HEALTH CENTRE - REFERRALS: JULY 2014</b> |
|--|

TOTAL REFERRALS:

Choose and Book

Non-Choose & Book

|     |
|-----|
| 248 |
| 152 |
| 96  |

BREAKDOWN BY REFERRER:

| HP | LAS | LAB | NP | RSC | SRO | EH | NURSES |
|----|-----|-----|----|-----|-----|----|--------|
| 43 | 33  | 20  | 60 | 30  | 22  | 37 | 3      |

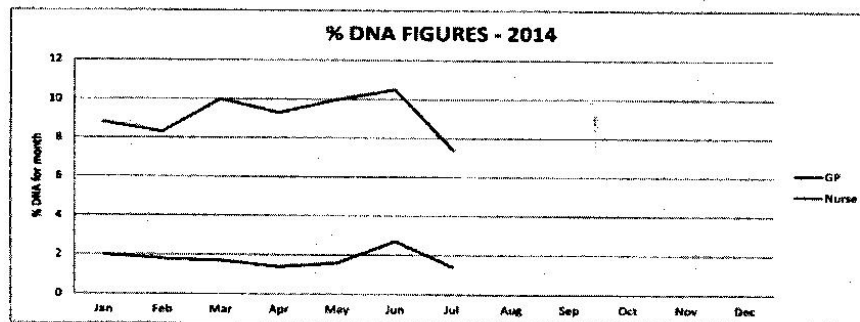
BREAKDOWN BY SPECIALITY:

| ALLERGY | AUDIO  | BREAST   | CARDIO   | DERM    | DIEITETICS | GHO/EGG   | ENT   | GASTRO | GEN MED | GEN SURG  |
|---------|--------|----------|----------|---------|------------|-----------|-------|--------|---------|-----------|
|         | 1      | 5        | 8        | 18      | 7          | 3         | 13    | 17     | 2       | 4         |
| GYNAE   | HAEM   | MENTAL   | MUSCULC  | NEURO   | NEPH       | OBSTETRIK | OPHTH | ORTHOD | OT      | ORTHOTICS |
| 12      | 3      | 15       | 21       | 6       | 2          |           | 1     | 10     | 2       |           |
| PAEDS   | PHYSIO | PLASTICS | PODIATRY | PRIVATE | RESP       | RHEUM     | SLEEP | US/CT  | URDLOGY | VASCULAR  |
| 8       | 3      | 3        | 7        | 6       | 3          | 7         | 1     | 29     | 4       | 1         |
| MISC    |        |          |          |         |            |           |       |        |         |           |
| 26      |        |          |          |         |            |           |       |        |         |           |

Sophie Crossfield

04/08/2014

|  |        |        |                                       |
|--|--------|--------|---------------------------------------|
| <b>7.3 DNAs</b>  |        |        |                                       |
|  | Mar 14 | Apr 14 | May 14                                |
| GP   | 39     | 38     | 45 of ~1700 appts (2.65%)             |
| Nurses   | 93     | 77     | 140 of ~ 1300-1400 appts (approx 10%) |
| The graph below shows the trend in % DNA figures for GP and Nurse appointments since January 2014. It is pleasing to note the significant reduction in the Nurse DNAs and the more modest reduction in GP DNAs in July following the higher level in June.<br><br>The number of <b>unused</b> Nurse appointments has reduced.<br>Texts to remind patients of forthcoming appointments is planned for the future. |        |        |                                       |



#### **Item 8 . Any Other Business**

Jane Upward - Jane had visited Acorn Surgery in Huntingdon and was impressed with their Patient Leaflet. Copies were circulated. All agreed that something tailored to meet the need of our practice would be good to have available near the PPG notice board. **Carole Broom offered to draft a leaflet for comment.**

**CB**

Kate Paine reported a conversation with a patient who had required treatment to their lower leg after 18:00hrs. The patient telephoned the out of hours GP at the Acorn Centre? and was directed to Hinchingsbrooke for treatment. On arrival the patient was apparently told that they could only use glue and not stitch the wound. KP was querying whether a) they should have been sent there and b) should the wound have been stitched. As it was not clear what the actual circumstances were, the question could not be fully addressed. (Doddington Hospital Minor Injuries Unit is only available IN hours).

Jeanette Cooney queried the frequency of PPG meetings which were now 6-weekly but had been up to 12 weekly in the past. It was agreed that with the imminent changes to the Appointment system (which could take some time to bed in) and the CQC inspection another meeting was required in 6 weeks and possibly another 6 weeks after that. **Action: CB to table agenda item to review meeting dates at the next meeting.**

**CB**

The meeting closed at 19:15hrs

**Date of next meeting - Tuesday 23rd September 2014 6pm**

Apologies noted in advance from Sandra and James Bell, Jeanette Cooney and Margaret Quincey

# MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

23rd September 2014

## RAMSEY HEALTH CENTRE

| Patient members              | This meeting       |
|------------------------------|--------------------|
| David Paine (Chair)          | Present            |
| Peter Philipp (Deputy Chair) | Present            |
| Carole Broom (Secretary)     | Present            |
| James Bell                   | Apologies received |
| Sandra Bell                  | Apologies received |
| Sue Conley                   | Present            |
| Jeanette Cooney              | Apologies received |
| Maggie Furniss               | Apologies received |
| Madeleine Jackson            | Apologies received |
| Chris Miller                 | Present            |
| John Miller                  | Present            |
| Michael Murphy               | Present            |
| Kate Paine                   | Present            |
| Margaret Quincey             | Apologies received |
| 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                        | -                  |
| Dr Lynda Brown                         | Present            |
| Hayley Kersten - Patient Services team | Present            |

| AGENDA ITEM  | ACTIONS |
|--|---------|
| <p><b>Item 1. Welcome and Apologies</b><br/>David Paine welcomed everyone to the meeting. Apologies were noted from James &amp; Sandra Bell, Maggie Furniss, Jeanette Cooney, Madeleine Jackson, Margaret Quincey and Grace Roberts.</p>   |         |
| <p><b>Item 2. Minutes of last meeting</b><br/>The amended minutes of the meeting on 01/07/14 were accepted.<br/>The minutes for the last meeting 12th August were initially accepted however an error with the PPG email account was noted later in the meeting - this should have read "ramseyhealthcentreppg@gmail.com". Action: CB to amend and re-circulate</p>  | CB      |
| <p><b>Item 3. Actions from last meeting</b><br/> <b>3.1 Life saving techniques</b> – CB had put a poster on the notice board about the local first aid classes. Chris &amp; John Miller reported that the classes for Sept &amp; Oct were full. Action closed.<br/> <b>3.2 Email account for patient comments to PPG</b><br/>CB had produced a poster for the notice board asking for comments and giving the new email account details. The email address is however is incorrect - should have read <b>ramseyhealthcentreppg@gmail.com</b>. There were no other comments about the poster. Action: CB to adjust poster</p> | CB      |

|  |  |
|--|--|
| <p><b>3.3 Letter to NHS England re funding for centre improvements</b><br/>Still no progress with the tenancy agreement. JW reported that there will be work on the roof and car park resurfacing starting early next year. Potholes in the road had already been repaired. Review progress next meeting. If the issue threatens to affect clinical care then further action will need to be taken. <b>Action: Carry over</b></p> <p><b>3.4 Publicity for practice and role of nurses</b><br/>Article has now gone to the Ramsey &amp; Warboys Informer and included changes to appointment system. The article was abridged again by the editor. The article appeared in the September edition. Action closed.</p> <p><b>3.5 Message regarding Dispensary staffing</b><br/>This follows from two complaints regarding waiting time reported last meeting. Due to the amount of notices on the electronic board it was decided to put the message on the A-frame white board in the Dispensary area which would have more impact. Staffing is hoped to improve in near future. Action closed.</p> <p><b>3.6 Complaint regarding clinical issue reported last meeting</b><br/>Complaint was regarding a patient who had died and handling by Hinchingsbrooke &amp; Papworth hospitals. Drs Roy and Brown had met with the family concerned. Action closed.</p> <p><b>3.7 PPG Information leaflet</b><br/>The email address for the PPG is incorrect. JW wasn't happy with the first paragraph under "What we do" which had been taken from the Acorn surgery leaflet. It currently reads "We decide on what actions need to be taken, develop plans and see them through". CB asked that all members critical review the leaflet and send suggestions to CB for version 2. <b>Action - all to send comments</b></p> | <p><b>Carry over</b></p> <p><b>ALL</b></p> |
| <p><b><u>Item 4. CQC Inspection</u></b></p> <p>The CQC inspection took place Friday 29th August. Thanks go to Sue Conley and Jane Upward for helping on the day. David &amp; Kate Paine were interviewed by the inspectors. The inspectors were probing in their questioning with the staff.</p> <p>The closing meeting was brief and they gave positive feedback. The GP advisor met with the Practice 26/09/14 to de-brief them and JW reported that although the Practice had passed the inspection, it was felt that his feedback was less positive than the closing meeting. The full report will take 6-8 weeks minimum - if it needs to be reviewed by overseers then could be 10 weeks before received.</p>  |  |
| <p><b><u>Item 5. Appointment system</u></b></p> <p>Two questions to answer 1) Is it working from the Practice perspective ?? There have been some unused appointments 2) How is it being perceived by patients?? A patient survey is planned for 3 months post implementation. One formal complaint to date but there has also been verbal praise. All members at the meeting who had booked under the new system felt it had worked well. <b>Action: PPG to assist with questionnaire</b></p>   | <p><b>ALL</b></p>                          |
| <p><b><u>Item 6. General update from the Practice</u></b></p> <p><b><u>Flu Clinic</u></b> - The vaccine is arriving tomorrow 24/09/14 (1700 doses). A walk in session is planned for Saturday 4th October. This has been advertised in numerous places including the Post Office &amp; Chemists and a message has been printed on repeat prescriptions for eligible patients. Four nurses will be on duty and patients will be booked in at reception and then called by name. Sue Conley, Jane</p>  |  |



|   |  |
|---|--|
| Upward & Carole Broom volunteered to come in and assist session.  |  |
| <p><b>Staff changes</b> - A new member of dispensing staff has been recruited to work 2.5 days /week and they will be starting in early October. The Practice is currently recruiting two new doctors. The first is Dr Matthew Pearce who is currently a partner in a Practice in March will be commencing employment Feb 2015. A second GP (female) in midway in process. She comes with experience of Gynaecology &amp; Obstetrics. Both Doctors will be partners at RHC.</p>   |  |
| <p><b>Item 7. Key performance Indicators</b><br/>Regarding the complaint reported last meeting - please see earlier section 3.6</p> <p><u>There has been some verbal praise regarding the new appointment system</u></p> <p><b>7.1 Complaints:</b> 3 complaints have been received since the last meeting.</p> <ul style="list-style-type: none"> <li>The first came from a concerned son of an elderly man who felt that his father had waited too long to see the duty doctor.</li> <li>The second was regarding the new appointment system where the patient didn't feel the new system met the patient's need. The system has been fully explained. Unfortunately no system will suit all patients all of the time. Survey planned for 3-months post implementation.</li> <li>A patient with dementia felt they had to too long a wait for their medication to be dispensed.</li> </ul> <p><b>7.2 Referrals:</b><br/>The number of referrals for August 2014 was presented. There were 198 in total - 118 by "Choose and Book" and 80 by non-choose and book. It was reported that all referrals are now going through RSS.</p> |  |

REFERRALS SUMMARY

RAMSEY HEALTH CENTRE

RAMSEY HEALTH CENTRE - REFERRALS: AUGUST 2014

|                    |     |
|--------------------|-----|
| TOTAL REFERRALS:   | 198 |
| Choose and Book    | 118 |
| Non- Choose & Book | 80  |

BREAKDOWN BY REFERRER:

| HP | LAS | LAB | NP | RSC | SRO | EH | BSC | AC | NURSES |
|----|-----|-----|----|-----|-----|----|-----|----|--------|
| 40 | 28  | 22  | 34 | 14  | 27  | 8  | 11  | 1  | 13     |

BREAKDOWN BY SPECIALITY:

| ALLERGY | AUDIO | BREAST | CARDIO | DERM | DIETETICS | ECHO/ECG | ENT | GASTRO | GEN MED | GEN SURG |
|---------|-------|--------|--------|------|-----------|----------|-----|--------|---------|----------|
| 0       | 3     | 6      | 6      | 8    | 2         | 4        | 15  | 9      | 1       | 2        |

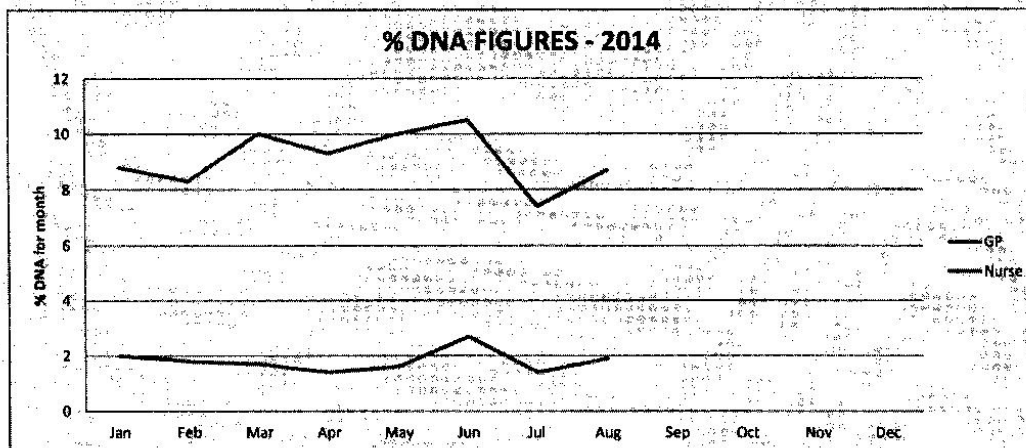
| GYNAE | HAEM | MENTAL | MUSCULO | NEURO | NEPH | OBSTETRIC | OPHTH | ORTHO | OT | ORTHOTICS |
|-------|------|--------|---------|-------|------|-----------|-------|-------|----|-----------|
| 7     | 0    | 18     | 10      | 4     | 1    | 0         | 0     | 15    | 0  | 0         |

| PAEDS | PHYSIO | PLASTICS | PODIATRY | PRIVATE | RESP | RHEUM | SLEEP | US/CT | UROLOGY | VASCULAR |
|-------|--------|----------|----------|---------|------|-------|-------|-------|---------|----------|
| 1     | 5      | 3        | 12       | 8       | 3    | 6     | 2     | 16    | 8       | 1        |

| MISC |
|------|
| 22   |

### 7.3 DNAs

The graph below shows the trend in % DNA figures for GP and Nurse appointments since January 2014. The graphs show an upturn in DNA figures for both GPs and Nurses. PP asked what progress there was on setting up reminder texts. It had been decided to wait until after the 3-month review of the appointment system to take this further. This needs to be set up on a computer in a dedicated server room and currently less than 2/3rds of patients are signed up for text messages



### Item 8 . Meeting frequency

The next two meetings will take place as scheduled i.e. 4th November and 16th December and the frequency will be reviewed for 2015 at the December meeting.

### Item 9. Any Other Business

DP reported that he had had a discussion in the waiting room with a patient who was nervous around noisy children. It was agreed that most parents / carers are considerate and control their children when in the waiting room.

DP asked for consideration of a credit card sized information card for Out of Hours services, Doddington Hospital Minor injuries and Hinchbrook.

KP referred to the Out of hours service. It was clarified that if patients telephone the Practice number they are patched through to the OOH local service. Patients can also telephone "111" and are then directed to the most appropriate provider for example the OOH GP service, Accident & Emergency dept or to contact their GP surgery the next working day.

SC had been approached by a neighbour who wanted clarification about who was eligible for the Shingles vaccination. Due to limited supplies of vaccine this is being rolled out in a phased way. (Excerpt from NHS Choices - "Between September 2014 and September 2015, the shingles vaccine is offered routinely as part of the NHS vaccination programme for people aged 70, 78 or 79. You become eligible for the vaccine on the first day of September 2014 *after* you've turned 70, 78 or 79 and remains so until the last day of August the following year.")

The meeting closed at 19:45hrs.

**Date of next meeting - Tuesday 4th November 2014 6pm**

## MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

4th November 2014 (amended 22/11/14)

### RAMSEY HEALTH CENTRE

| Patient members              | This meeting       |
|------------------------------|--------------------|
| David Paine (Chair)          | Apologies received |
| Peter Philipp (Deputy Chair) | Present            |
| Carole Broom (Secretary)     | Present            |
| James Bell                   | Present            |
| Sandra Bell                  | Present            |
| Sue Conley                   | Present            |
| Jeanette Cooney              | Present            |
| Maggie Furniss               | Apologies received |
| Madeleine Jackson            | Present            |
| Chris Miller                 | Present            |
| John Miller                  | Present            |
| Michael Murphy               | Present            |
| Kate Paine                   | Present            |
| Margaret Quincey             | Present            |
| Craig Robbins                | Apologies received |
| 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     | Apologies received |
| Dr Laura Savage                          | Present            |
| Dr Lynda Brown                           | Apologies received |

| AGENDA ITEM  | ACTIONS           |
|--|-------------------|
| <b>Item 1. Welcome and Apologies</b><br>Peter Philipp welcomed everyone to the meeting. Apologies were noted from David Paine, Maggie Furniss, Craig Robbins, Julie White, Dr Brown and Margaret Edwards.  |                   |
| <b>Item 2. Minutes of last meeting</b><br>The amended minutes of the meeting on 12/08/14 were accepted.<br>The minutes for the last meeting 23rd September were also accepted.   |                   |
| <b>Item 3. Actions from last meeting</b><br><br><b>3.1 Email account for patient comments to PPG</b><br>Email address on poster changed and revised poster is on display. Action closed.<br><br><b>3.2 Tenancy agreement / centre improvements</b><br>Still no progress with tenancy agreement. Review progress next meeting. If the issue threatens to affect clinical care then further action will need to be taken. Fluorescent lights in front of Dispensary window are inoperative currently and wiring needs to be replaced. Serco made aware 2 weeks ago. <b>Action: Carry over</b><br><br><b>3.3 PPG Information leaflet</b><br>The two versions of the leaflet circulated were discussed. Minor changes were | <b>Carry over</b> |

|  |   |
|--|---|
| <p>suggested to version 2 which was the version preferred by most members. <b>Action CB to make amendments and circulate to all for final review with replies by 14th Nov.</b> (Grace indicated that a colour photocopier is on order which will allow Practice staff to reprint leaflet as required).</p> <p>The printed leaflets will be available in the waiting room - <b>Action: Grace to check if there is an existing Perspex leaflet holder available to use</b> - alternatively could be placed in clear pocket pinned to PPG notice board and/or left on the magazine tables.</p> <p>Any comments received about operational issues will be forwarded to the Practice but will also be considered by the PPG. A single complaint about a minor issue may not be significant but several regarding the same subject could indicate a problem. All feedback to the PPG is welcomed and should be encouraged.</p>   | <p><b>CB</b><br/><b>ALL to comment</b><br/><br/><b>GR</b></p> |
| <p><b><u>Item 4. CQC Inspection</u></b></p> <p>The CQC inspection took place Friday 29th August. The final report has not yet been received (expected 6-8 weeks minimum - if it needs to be reviewed by overseers then could be 10 weeks before received.)</p>   |   |
| <p><b><u>Item 5. Appointment system</u></b></p> <p>Julie White had sent a draft patient survey to DP, PP &amp; CB for comment. <b>Action: CB to circulate the draft survey to the rest of the group for comments by Nov 14th.</b></p> <p>There will be a meeting with JW, DP, PP &amp; CB on 18th Nov to discuss further. The PPG thought that as well as being available in the surgery, the survey should be sent to members of the Patient <b>Representative</b> Group and made available to the Mother &amp; Baby group.</p> <p>JW is also sending the GPs their own questionnaire. Dr Savage was positive at the meeting but acknowledges that there are issues with the Duty Doctor workload.</p> <p>An additional complication since implementation is that the Triage Nurse (Shelley French) has herself been off sick. The Doctors have been covering this gap increasing their own workload.</p> <p>There has been an appointment specific complaint regarding the call back from the GP. The patient starts work at 8am and is in a role which cannot take incoming calls. This could affect a number of professions such as teachers. A second complaint was from a parent who wanted to book an after-school appointment.</p> | <p><b>CB</b></p>  |
| <p><b><u>Item 6. General update from the Practice</u></b></p> <p><b>Dispensary</b> - Due to continued reduced staff resources, excessive delays for patients collecting medication have continued. One dispenser recruited but will only be part-time. Practice will be advertising for a further dispenser. In the interim the Practice has been grateful to Margaret Edwards who has been working greatly extended hours. Other Practice staff have been assisting where possible. The Practice is also looking at a Clerical role to assist with Dispensary paperwork. Grace had reviewed the dispensary hours at other local surgeries and found that RHC offers <b>more</b> hours so possibility to reduce opening hours for patients. Members of the group asked if, with reduced resources, whether cutting down on the <b>volume</b> of repeat prescriptions such as with 2-month allocations could be introduced (even on temporary basis). GR responded that this would be contrary to</p>   |   |

|   |  |
|---|--|
| <p>guidance from the NHS brought in to reduce wastage.</p> <p><b>Staff changes</b> - Dr Matthew Pearce (partner in a March Practice) is on track to commence employment Feb 2015. A second GP (female) was to join the Practice but now cannot take the post due to change in circumstances.<br/>Dr Nikul Patel has announced his intention to leave in 2015 as he is taking up a post in London.<br/>The Practice will be advertising for a further part time GP as currently there is shortfall in GP hours (equivalent to 1 GP 2days/week). Two GP Partners also wish to reduce their hours.<br/>Dr Aisling Connolly will be leaving before Christmas. Dr Ben Curtis is here until August 2015.</p> <p><b>Flu Clinic</b> - GR expressed thanks to the PPG members (Sue, Jane &amp; Carole) who helped with the clinic. Over 400 doses were dispensed which left 300-400 patients still to be immunised. For next year it is worth considering a second Saturday walk in clinic.</p> <p><b>Friends &amp; Family Test</b> - There is a new requirement for Practices to perform a "Friends &amp; Family Test" - asking patients if they would recommend the Practice to members of their family and friends. Results of the on-going survey will be published on NHS Choices website and the Practice notice board. The plan would be for reception or Doctors to distribute to attending patients (approx. 50 per month). The form to be used is still to be decided.</p> <p><b>Addenbrooke's problems</b> - There has been a huge issue concerning Pathology testing which had been transferred from Hinchingsbrooke to Addenbrooke's. A backlog of approx. 4000 samples had built up meaning that some samples were no longer suitable for testing (bacteriology samples predominately - cultures, swabs, urine etc) - <b>these were discarded without testing</b>. Addenbrooke's were unable to provide details of the patients so affected in a timely manner. GP surgeries were asked to go back to previous providers for Pathology services! Any new GPs did not have a Doctor code for Hinchingsbrooke causing problems with booking tests.</p> <p>The introduction of the patient <b>e-record</b> has also caused problems with insufficient IT terminals/trained staff to update patient records - essential for safety to record drugs, tests, treatment especially where transferring between A&amp;E and/or wards. Planned surgeries have been cancelled. (Secretary's note - the Hunts Patient Congress has written to Addenbrooke's management to ask for explanation, register concerns).</p> |  |
| <p><b>Item 7. Key performance Indicators</b></p> <p>There have been 4 compliments since the last meeting.</p> <ol style="list-style-type: none"> <li>1 - Thanking all at the Practice for treatment of elderly mother</li> <li>2 - Promptness in getting patient into hospital</li> <li>3 - Thanks for fast and astounding service</li> <li>4 - Impressed with the telephone service.</li> </ol> <p><b>7.1 Complaints:</b></p> <ol style="list-style-type: none"> <li>1 - Appointment system - inability to take GP phone back call at work (see above).</li> <li>2 - Appointment system - difficulty getting after school appointment (see above)</li> <li>3 - Complaint regarding Dr Curtis - thought to be a training issue which Dr Roy, who has responsibility for GP Registrar training, will be dealing with.</li> </ol>   |  |

## 7.2 Referrals:

Some money has been saved through the Referral checking process over the first 6 months. An initial specialist consultation costs £250.

### REFERRALS SUMMARY

### RAMSEY HEALTH CENTRE

## RAMSEY HEALTH CENTRE - REFERRALS: SEPTEMBER 2014

### TOTAL REFERRALS:

Choose and Book

Non- Choose & Book

|     |
|-----|
| 199 |
| 144 |
| 55  |

### BREAKDOWN BY REFERRER:

| HP | LAS | LAB | NP | RSC | SRO | BSC | AC | NURSES |
|----|-----|-----|----|-----|-----|-----|----|--------|
| 33 | 17  | 16  | 40 | 19  | 28  | 33  | 3  | 10     |

### BREAKDOWN BY SPECIALITY:

| ALLERGY | AUDIO  | BREAST   | CARDIO   | DERM    | DIETETICS | ECHO/ECG  | ENT   | GASTRO  | GEN MED  | GEN SURG  |
|---------|--------|----------|----------|---------|-----------|-----------|-------|---------|----------|-----------|
| 1       | 7      | 6        | 4        | 10      | 2         | 6         | 13    | 13      | 5        | 2         |
| GYNAE   | HAEM   | MENTAL   | MUSCULO  | NEURO   | NEPH      | OBSTETRIC | OPHTH | ORTHO   | OT       | ORTHOTICS |
| 13      | 0      | 17       | 23       | 1       | 3         | 0         | 5     | 12      | 0        | 0         |
| PAEDS   | PHYSIO | PLASTICS | PODIATRY | PRIVATE | RESP      | RHEUM     | SLEEP | UROLOGY | VASCULAR | MISC      |
| 2       | 8      | 7        | 5        | 5       | 3         | 3         | 1     | 9       | 0        | 13        |

### REFERRALS SUMMARY

### RAMSEY HEALTH CENTRE

## RAMSEY HEALTH CENTRE - REFERRALS: OCTOBER 2014

### TOTAL REFERRALS:

Choose and Book

Non- Choose & Book

|     |
|-----|
| 232 |
| 152 |
| 80  |

### BREAKDOWN BY REFERRER:

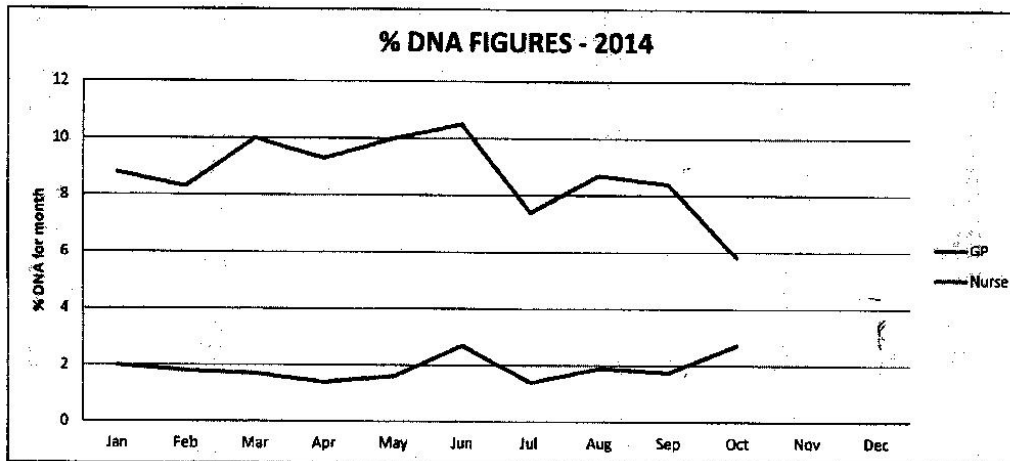
| HP | LAS | LAB | NP | RSC | SRO | BSC | AC | NURSES |
|----|-----|-----|----|-----|-----|-----|----|--------|
| 52 | 11  | 41  | 41 | 8   | 19  | 34  | 17 | 9      |

### BREAKDOWN BY SPECIALITY:

| ALLERGY | AUDIO  | BREAST   | CARDIO   | DERM    | DIETETICS | ECHO/ECG  | ENT   | GASTRO  | GEN MED  | GEN SURG  |
|---------|--------|----------|----------|---------|-----------|-----------|-------|---------|----------|-----------|
| 2       | 6      | 4        | 9        | 15      | 5         | 3         | 7     | 21      | 1        | 6         |
| GYNAE   | HAEM   | MENTAL   | MUSCULO  | NEURO   | NEPH      | OBSTETRIC | OPHTH | ORTHO   | OT       | ORTHOTICS |
| 9       | 1      | 16       | 16       | 2       | 4         | 1         | 14    | 9       | 2        |           |
| PAEDS   | PHYSIO | PLASTICS | PODIATRY | PRIVATE | RESP      | RHEUM     | SLEEP | UROLOGY | VASCULAR | MISC      |
| 8       | 6      | 6        | 5        | 12      | 4         | 6         | 1     | 10      | 2        | 21        |

### **7.3 DNAs**

The graph below shows the trend in % DNA figures for GP and Nurse appointments since January 2014. The graphs show an upturn in DNA figures for GPs despite the new appointment system. Nursing appointments are being well used with DNAs down.



### **Item 8 . Meeting dates for 2015**

After discussion it was agreed to move from 6-weekly to 2-monthly meetings. The meetings will take place on the 2nd Tuesday of alternate months. The meeting dates for 2015 are therefore

10th February

14th April

9th June

11th August

13th October

8th December

### **Item 9. Any Other Business**

There was no AOB.

The meeting closed at 19:20hrs.

**Date of next meeting - Tuesday 16th December 2014 6pm - Apologies noted in advance for Sue Conley and Michael Murphy**



## MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

16th December 2014 (amended 11/2/15)

### RAMSEY HEALTH CENTRE

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

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

| AGENDA ITEM  | ACTIONS           |
|--|-------------------|
| <b>Item 1. Welcome and Apologies</b><br>David Paine welcomed everyone to the meeting. Apologies were noted as above.   |                   |
| <b>Item 2. Minutes of last meeting</b><br>The minutes for the last meeting 16th November were accepted.  |                   |
| <b>Item 3. Actions from last meeting</b><br><b>3.1 Tenancy agreement / centre improvements</b><br>Still no progress with tenancy agreement - JW has the contact details for the person concerned and is aware of the funding request process so can pursue more aggressively. Review progress next meeting. If the issue threatens to affect clinical care then further action will need to be taken. Serco are still planning to resurface car-park and do work on the flat roof. <b>Action: Carry over</b><br><br><b>3.2 PPG Information leaflet</b><br>CB had circulated the amended version 2 for final comment. No further amendments were suggested. The first installment of copies was therefore provided to the centre for display. Action closed. (JW will advise if further copies to be printed by PPG rather than the Practice.)<br><br><b>3.3 Appointment survey</b> draft had been circulated as required at last meeting. Survey has since been sent to PRG members and made available in Practice. Action closed. | <b>Carry over</b> |



|   |  |
|---|--|
| <p><b><u>Item 4. Electronic Prescription Service (EPS)</u></b>. This is a system to send prescriptions electronically to a dispenser (such as a Chemist) of the patient's choice, useful if a patient usually collects from the same dispenser. The system enables prescriptions to be generated, transmitted and received electronically.</p> <p>CB read out the emailed concerns from Chris &amp; John Miller. RHC has no plans to go with the EPS in near future. JW reported that the Practice felt there are some negative aspects with the electronic system. JW has replied to Chris &amp; John and distributed an information sheet to members. More information can be found on <a href="http://www.hscic.gov.uk/systems">http://www.hscic.gov.uk/systems</a></p>  |  |
| <p><b><u>Item 5. CQC Inspection</u></b></p> <p>The CQC inspection took place Friday 29th August. The final report has not yet been received despite chasing from JW.</p>  |  |
| <p><b><u>Item 6. Appointment system</u></b></p> <p>JW thanked Sue Conley, Margaret and Mike Quincey for their help giving out appointment questionnaires in the waiting room and helping as needed with questions from patients.</p> <p>JW reported that there had been approx 92 completed questionnaires returned. The tabulated data and comments were presented to the meeting for review. Approx 64 of the 90+ returns showed that the patient felt the new appointment system was an improvement on the old system and approximately 28 patients preferred the old system. JW will prepare a draft summary for review by David Paine and Peter Philip which will be circulated to the PPG and made available to patients. 4 of the 44 comments related to dispensary and not the appointment system. Several comments indicate that some patients do not fully understand the new system with respect to pre-bookable appointments.</p> |  |
| <p><b><u>Item 7. General update from the Practice</u></b></p> <p><b>Staff changes</b> - Dr Matthew Pearce (partner in a March Practice) will be joining the Practice in Feb 2015.</p> <p>Dr Nikul Patel is leaving at the end of January 2015 (taking up a post in London.)</p> <p>The Practice still looking for a further GP (either part-time or fulltime). There is a possibility of recruiting a 2nd Nurse Practitioner.</p> <p>Kimberley Barnes will be returning from maternity leave in the new year.</p> <p><b>Dispensary</b> - The Practice is recruiting a Prescription Clerk.</p>   |  |
| <p><b><u>Item 8. Key performance Indicators</u></b></p> <p><b><u>8.1 Complaints:</u></b> Note 4 regarding Dispensary</p> <p>1 - Complaint from patient presenting with white spot on eyelid. This was identified later as a cyst of moll (benign). The patient was upset that the diagnosis was not made at initial consultation. Dr Brown has explained to patient the difficulty of making the diagnosis in the early stage and the management plan put in place at consultation had been agreed. (No action required)</p> <p>2 - Complaint regarding triage. Patient had telephone consultation but was not seen in person. Patient admitted to hospital later same evening with pancreatic infection. Dr Brown has replied to patient and matter has been resolved.</p>   |  |

|  |  |
|--|--|
| <p>3 - Dispensary. Patient who had been non-dispensing prior to moving house dissatisfied with waiting time for collecting medications. Requesting to be returned to non-dispensing list. (Improvements in Dispensary staffing should resolve waiting time)</p> <p>4 - Patient complained that they had not been able to contact Practice as phone lines not working. The issue was to do with telephone service within the Ramsey area and not specific to RHC and therefore out of RHC control. Service was resumed by lunchtime. (No action required)</p> <p>5 - Dispensary. Patient complaint regarding waiting time for dispensing medications. Reports that eye drops her husband needs are only available from the Chemist. Chemist confirms they are able to fill prescription and family requests to be non-dispensing. (Manufacturer was out of stock therefore could not supply Dispensary; Chemist evidently still had stock remaining). (Improvements in Dispensary staffing should resolve waiting time)</p> <p>6 - Dispensary. Patient complaint regarding waiting time for dispensing medications. Also difficulties speaking with Dispensary via telephone. (Improvements in Dispensary staffing should resolve waiting time)</p> <p>7 - Patient unable to attend his appointment time as working in London. Nurse agreed to see patient anyway if able to attend before 6pm. Patient arrived <b>after 6pm</b> and dissatisfied not be seen. (No action required)</p> <p>8 - Complaint via Jeanette Cooney. Dispensary - Patient unhappy regarding wait to collect prescriptions as having to queue with patients waiting for all other reasons at reception. Patient wanted to know if there can be a second terminal to book in for collecting prescriptions. Unfortunately there is no automated arrival for dispensary patients as no appointment to book against. Receptionists know to buzz for help from office if reception is busy, however if all patient service team busy e.g. taking calls then can't assist immediately.</p> <p><b><u>8.2 Referrals:</u></b><br/> 199 referrals in November (199 in September and 232 in October). See table for breakdown by discipline.</p> |  |
|--|--|

# REFERRALS SUMMARY

RAMSEY HEALTH CENTRE

Novem

## RAMSEY HEALTH CENTRE - REFERRALS: NOVEMBER 2014

### TOTAL REFERRALS:

Choose and Book

Non-Choose & Book

|     |
|-----|
| 199 |
| 130 |
| 69  |

### BREAKDOWN BY REFERRER:

| HP | LAS | LAB | NP | RSC | SRO | BSC | AC | NURSES |
|----|-----|-----|----|-----|-----|-----|----|--------|
| 27 | 23  | 48  | 20 | 25  | 13  | 22  | 14 | 7      |

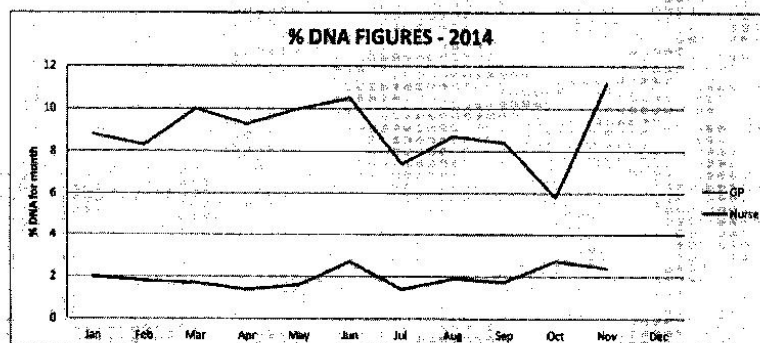
### BREAKDOWN BY SPECIALITY:

| ALLERGY | AUDIO  | BREAST   | CARDIO   | DERM    | DIETETCS | ECHO/ECG  | ENT   | GASTRO  | GEN MED  | GEN SURG  |
|---------|--------|----------|----------|---------|----------|-----------|-------|---------|----------|-----------|
|         | 2      | 4        | 9        | 13      | 2        | 3         | 12    | 24      | 2        | 2         |
| GYNAE   | HAEM   | MENTAL   | MUSCULO  | NEURO   | NEPH     | OBSTETRIC | OPATH | ORTHO   | OT       | ORTHOTICS |
| 11      | 2      | 17       | 11       | 6       | 2        |           | 7     | 6       | 5        |           |
| PAEDS   | PHYSIO | PLASTICS | PODIATRY | PRIVATE | RESP     | RHEUM     | SLEEP | UROLOGY | VASCULAR | MISC      |
| 6       | 4      | 5        | 5        | 4       | 3        | 4         |       | 11      |          | 17        |

## 8.3 DNAs

The graph below shows the trend in % DNA figures for GP and Nurse appointments since January 2014. The graphs show an steep upturn in Nurse DNAs, whereas the level of DNAs for the GPs is static.

Appointment reminders will hopefully be introduced in January 2015.



## Item 9. Any Other Business

Peter Philip asked if the GPs consider that they have sufficient capacity. JW replied that some GPs are happy with current capacity but others are not.

The meeting closed at 19:07hrs.

**Date of next meeting - Tuesday 10th February 2015 6pm**

## MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING

10th February 2015

### RAMSEY HEALTH CENTRE

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

| 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                           | Present for part   |

| AGENDA ITEM   | ACTIONS    |
|---|------------|
| <b>Item 1. Welcome and Apologies</b><br>David Paine welcomed everyone to the meeting. Apologies were noted as above.  |            |
| <b>Item 2. Minutes of last meeting</b><br>It was agreed to amend the last minutes in respect to Complaint 4 (unable to get through to surgery by telephone). The issue was to do with telephone service within the Ramsey area and not specific to RHC and therefore out of RHC control. Service was resumed by lunchtime. <b>Action: CB to amend minutes &amp; re-circulate.</b>   | CB         |
| <b>Item 3. Actions from last meeting</b><br><b>3.1 Tenancy agreement / centre improvements</b><br>Tenancy agreement still awaited. Grace reported Local Medical Committee having input. Serco are coming to review. Venetian blinds in consulting rooms may need to be changed or adapted to meet 2014 H&S legislation designed to prevent accidents in children from strangulation with cord mechanisms. <b>Action: Carry over</b> | Carry over |
| <b>Item 4. Queries from PPG members</b><br><b>4.1 Closure for Staff training</b> - DP asked why the whole centre had to close for training half days. Grace reported that each GP practice closes for 6 x half days/year. The training can be externally-provided training or training for all staff roles which necessitates total closure. All GP practices in the area are closed for the same training                          |            |

|  |           |
|--|-----------|
| <p>period to allow for collective training where appropriate. Funding is provided by the Local Commissioning groups who also provide the necessary GP cover for the period. The training closure is advertised in the waiting room, on-line and a notice is placed on the Practice front door informing any patient who arrives at the Practice during closure. Telephone calls from patients requiring an appointment or advice are diverted to the usual GP Out of Hours service. It was felt that the notice on the front door relating to the training closure should also give instructions for seeking assistance.</p> <p><b>4.2 PPG recruiting new members</b> - SC asked - Should the PPG actively be recruiting new members in the waiting room? The current membership of 16 is well above the minimum advocated in the PPG's terms of reference and has a good balance of male &amp; female members. DP felt that excessive member numbers could lead to less effective meetings but it was accepted that the current membership does not cover all ages or social groups. The timing of the meeting i.e. 6-8pm might deter some patients from joining. Note - the Practice also has the Patient Reference Group where patients have expressed willingness to be involved without being members of the PPG. <b>Action: Agreed that a poster be displayed on the PPG notice board asking for interested patients to get in touch especially younger patients or those with children/special needs</b></p> <p><b>4.3 E-repeat prescriptions</b> - MF asked if there was a way whereby some fields on the E-repeat form could be self-populated (e.g. using DOB &amp; password) to save having to type in every time. Margaret Edwards informed the PPG of developments in this area coming at the end of March/April. This will be a roll out of the National IT "SystemOne" used by the Practice so that patients themselves can log in and have some access to their record, order repeat medications directly etc.</p> | <p>CB</p> |
| <p><b>Item 5. CQC Inspection</b></p> <p>The CQC inspection took place Friday 29th August. A draft report was received 30th December. JW had forwarded a copy to Sue Conley and Jane Upward who helped on the day of the inspection. The report was largely positive but one issue needed action regarding the GP review and signature of repeat prescriptions.</p> <p><i>"Improvement is required because the practice was in breach of regulations relating to the safety and management of medicines when we found that some repeat prescription forms had not been signed by a GP".</i></p> <p>The Practice is in the process of changing and additionally installing "Dispens-IT" software which scans the barcode on medication to check the correct selection and then prints the dispensing label. As a result of the changes the Practice can no longer process repeat prescriptions in less than 48hours but if patients order in good time this is not an issue.</p> <p>The Practice had 1 week to respond to the report. It was noted that no closing meeting was held after the inspection which PP &amp; CB (both experienced auditors) felt was against good auditing practice. This is used to explain/discuss any non-conformities and confirm the facts so that auditees are aware of necessary improvements ahead of the draft report.</p>   |           |
| <p><b>Item 6. Appointment system</b></p> <p>The appointment system is being discussed by the various staff groups on 12th February. There have been some issues with GPs being able to telephone the patient in a timely manner. The roll out had been disadvantaged because the Nurse Practitioner who would</p>  |           |

|   |  |
|---|--|
| <p>ordinarily have seen minor ailments had been on long-term sick (and in fact will now not be returning). In the interim, the Practice has been employing a locum GP (usually the same Dr) but the long term plan is to recruit another Nurse Practitioner.</p>  |  |
| <p><b><u>Item 7. General update from the Practice</u></b></p> <p><b>Staff changes</b> - Dr Matthew Pearce (previously a partner in a March Practice) has joined the Practice.<br/> Dr Nikul Patel left at the end of January.<br/> Plan to recruit replacement Nurse Practitioner.<br/> Kimberley Barnes has decided not to return after her maternity leave after all.<br/> Tracey Clark (previously at Alconbury surgery) has been appointed as Deputy to Margaret Edwards in the Dispensary.<br/> Two Prescription clerks have been appointed as of 1st January to job share 1 WTE post<br/> - Alison Davies works Mon, Tues, Weds am and Liz Hackett works Weds pm, Thurs &amp; Fri.</p> <p><b>Windows Upgrade</b> - The Practice will be upgrading to Microsoft Windows 7 over 24th, 25th &amp; 26th February. Each of the 40 terminals in the Practice needs upgrading. As a consequence it is likely that there will only be book on the day appointments.</p> <p><b>Dispens-IT scanner</b> being installed in Dispensary to generate medication labels securely.</p>  |  |
| <p><b><u>Item 8. Key performance Indicators</u></b></p> <p><b><u>8.1 Complaints:</u></b></p> <p>1 &amp; 2 - Two complaints regarding the wait for Dispensary. These were prior to the new staff in Dispensary taking up posts. To address the wait to book in at reception the Practice is investigating a dedicated terminal for Dispensary collections. This is somewhat problematic as patients are not attending an pre-existing appointment.</p> <p>3 - Complaint regarding supply of ileostomy bags. Following an operation, the patient was informed that these can be delivered to their home. The hospital hadn't explained the ordering process from the company (Charter) adequately. Margaret Edwards had explained how the process worked and the patient was happy with this.</p> <p>4 - Patient complained that a recurrence of a leg ulcer might be down to difference in practice between RHC staff and previous care provider which in turn may be down to a training issue. Dr Roy, who has responsibility for training, is investigating.</p> <p>5 - Midwifery referral - Patient felt that the referral to midwifery had taken too long.</p> <p><b><u>8.2 Referrals:</u></b></p> <p>Data for January was presented. There had been 216 referrals in total. See table for breakdown by discipline. All RSS referrals were deemed appropriate.</p> |  |

# REFERRALS SUMMARY

RAMSEY HEALTH CENTRE

## RAMSEY HEALTH CENTRE - REFERRALS: JANUARY 2015

### TOTAL REFERRALS:

Choose and Book

Non- Choose & Book

|     |
|-----|
| 216 |
| 156 |
| 60  |

### BREAKDOWN BY REFERRER:

| HP | LAS | LAB | NP | RSC | SRO | BSC | NURSES | LOCUM |
|----|-----|-----|----|-----|-----|-----|--------|-------|
| 42 | 13  | 18  | 49 | 20  | 30  | 21  | 14     | 9     |

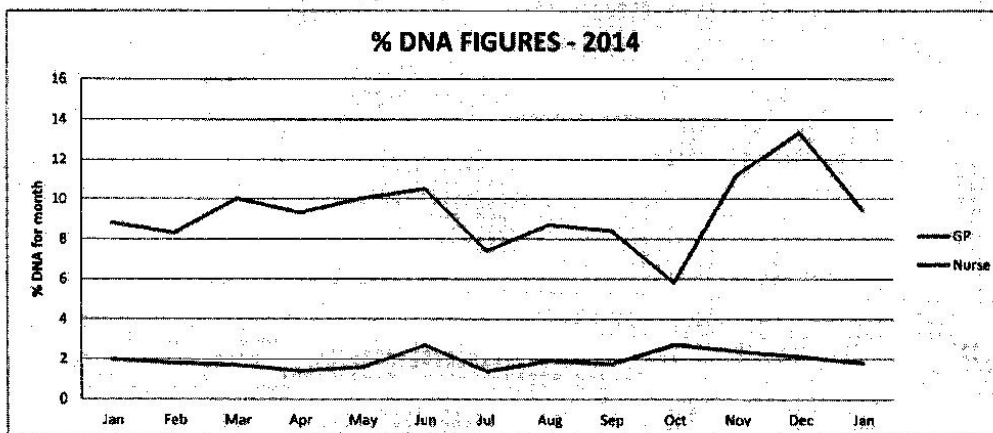
### BREAKDOWN BY SPECIALITY:

| ALLERGY | AUDIO  | BREAST   | CARDIO   | DERM    | DIETETICS | ECHO/EKG | ENT   | GASTRO  | GEN MED  | GEN SURG  |
|---------|--------|----------|----------|---------|-----------|----------|-------|---------|----------|-----------|
| 1       | 5      | 4        | 10       | 6       |           | 3        | 9     | 15      | 5        | 3         |
| GYNAE   | HAEM   | MENTAL   | MUSCULO  | NEURO   | NEPH      | OBSTETRM | OPHTH | ORTHO   | OT       | ORTHOTICS |
| 15      | 1      | 13       | 13       | 4       | 1         |          | 8     | 7       | 3        | 1         |
| PAEDS   | PHYSIO | PLASTICS | PODIATRY | PRIVATE | RESP      | RHEUM    | SLEEP | UROLOGY | VASCULAR | MISC      |
| 4       | 8      | 7        | 3        | 5       | 11        | 5        | 1     | 10      | 2        | 33        |

## 8.3 DNAs

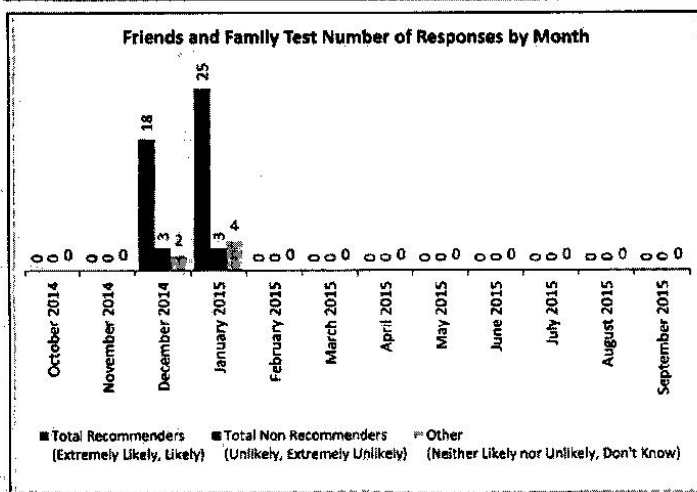
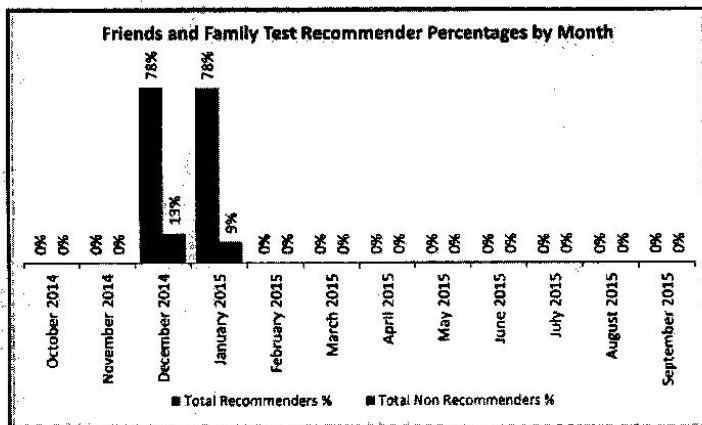
The graph below shows the trend in % DNA figures for GP and Nurse appointments since January 2014. There was a large surge in missed Nurse appointments over the Christmas & New Year period.

Discussion turned to setting up reminder texts for consented patients. The plan is still to implement this but probably in next 1-2 months once roll out of patient access to SytsemOne and Windows upgrade are complete



**8.4 Friends and Family survey** - The aim is to pass the survey cards to approximately 10 patients per week. Results for the first two months are shown below.

## Ramsey Health Centre



### Item 9. Any Other Business

CB had brought copies of a Consultation booklet to gain patients views on the 111 and Out-of-hours GP service. These were distributed to some PPG members.

The latest news from Hinchingsbrooke Hospital was that, following Circle's notice to withdraw, the hospital was working towards a 6-month handover back to NHS.

The meeting closed at 19:12hrs.

**Date of next meeting - Tuesday 14th April 2015 6pm WITH ANNUAL GENERAL MEETING**