

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON
TUESDAY, 16TH FEBRUARY, 2016

<p>PRESENT: MR P BUTTERS (PB) MR J FAIRWEATHER (JF) MISS R REBO (RR) MRS S ROBERTS (SR) MRS J SPINKS (NR)</p>
<p>APOLOGIES: Rev J Wagstaff</p>

	ACTION
Welcome	
No new member	
No resignations	
<p>Early Visiting Scheme Julie explained the Early Visiting Service to the PPG. Explained the service is working well. The figures since the start of the project are as follows:-</p> <p>Patients: 52 (51 seen before 12pm) Admissions: 7 (4 before 10am, 3 before 12pm) Patients that would have had worse outcomes if visited later: 5 Other services used: Frailty unit1, Community Nurse4, Matron 2, Phlebotomy 4, Physio 1</p>	
<p>CQC Visit Sue explained the process of the run up to the CQC visit and the procedure for the day of the visit. The feedback at the end of the day was good. A couple of items were brought up which were:-</p> <ol style="list-style-type: none"> 1. No lock on door to where prescriptions were kept in locked cabinet. A lock has now been fitted. 2. Curtains around beds need changing every six months. It has been 8 months since change. 3. Adult Safeguarding for clinicians not up to date. Now booked for 22nd March, 2016. <p>The PPG members explained that they were seen by the CQC Inspector in a group in Room 1. They were asked their role and the purpose of the PPG. PB explained the changes in the last few months of change of clinicians and nurses, new staff and those who had retired. He spoke about how the new build hub would be a benefit to the practice, as the building we are in now is not really fit for purpose.</p>	

	<p>RR explained to the Inspector what they had achieved. The noticeboard, change of fish tank position.</p> <p>The PPG members spoke about the cleanliness of the building and Sue had said we had had a few comment cards saying the same.</p> <p>Sue explained the report form the CQC will be published on Old Hall Surgery website when available.</p>	
	<p>Engagement Funding Julie asked the members if they had applied for funding. PB suggested a drinks water machine in the reception area. This was discussed and thoughts were that this would be a Health and Safety issue due to water spillage, ongoing maintenance of the machine, who would order supplies, (water, cups etc) and the room it would take up.</p> <p>Julie to send all members the application form for them to read further.</p>	
	<p>Sue - Retirement Sue will retire on 24th March, 2016. Sue explained that after 39 years at the practice she feels it is time to retire.</p> <p>Sue has been putting plans in place for some time now and has been delegating work to various colleagues. Nicola Rogers, Senior Receptionist will work with Julie to purchase white goods and order stationery. Ruth Wilson has had previous HR experience and will work on the Health and Safety of the practice. Julie is continuing to learn and develop her skills whilst attending University for her Diploma in Practice Management and AMSPAR Diploma in Leadership and Management. Julie will have a lot of support from other Practice Managers. Nicola Reay will be leaving at the end of February. She feels she is not suited to the position.</p> <p>Sue says it has been a pleasure working alongside the PPG members and this was reciprocated back to her from the members.</p>	
	<p>AOB Sue informed the members Dr Baker will be leaving at the end of March. The practice continues to struggle to find GPs, salaried or for locum cover. Dr Hutchinson will be returning to us in June.</p>	
	<p>Next meeting: Tuesday, 22nd March, 2016 at 6.30pm</p>	