

The Charnwood Practice PPG

Meeting Minutes

Date of meeting Saturday 30th November 2013
Time of meeting 11am

Present: Michael Maxwell chair (MAX), Dr. Alison Mawby (AM) Partner, Paul Houseman (PH) Practice Manager, Kath Brain (KB), Senior Practice Nurse Manager, Pat Davies (PD), Howard Kendall (HK), Sue Kendall (SK).

Apologies: Minaxi Modi (MM), Pradip Modi (PM), Umar Sabat (US)

| Item | Issue Raised | Action | Timescale | Owner |
|-------------|---|--|---|----------------------------------|
| 1 | Max welcomed and thanked all for attending meeting. Apologies for absence received and noted as above. | N/A | N/A | N/A |
| 2 | No amendments to previous meetings minutes- signed off. | ALL | CLOSED | MAX |
| 3 | Practice Update <ul style="list-style-type: none"> • Telephone system legacy issues resolved. Confirmation that the system is now stable. PH asked PPG members to test. • HK asked about the Diabetes 'One Stop Service'. KB highlighted the approach, aim to reduce the number of visits patients have to make over the course of a year. PH noted that the Practice are exploring the possibility of moving the Retinal screening service into the Practice in order to develop the 'One Stop Service' further. • PPG membership needs to increase and be more diverse. General discussion and agreement. Promotion of PPG members through photographs needs to be completed. • Annual PPG survey, PH to configure a paper version and web-based version for review and sign-off by PPG members by the end of December. • PH confirmed that two additional staff members of interesting in attending the next PPG meeting. PPG members agreed that it would be | PH PH | Complete WIP | PH PH |

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| | <p>good to see administration team members attend the meeting.</p> <ul style="list-style-type: none"> • Balanced Scorecard. PH introduced the latest Practice scorecard and explained that this was used to measure the quality of services by the Leicester City Clinical Commissioning Group. The Practice will be reviewed by an external panel on the 11th December. Focus on red indicators. NHS Health Checks, slow start to the financial year due to a lack of nursing resource. This was rectified in June with the recruitment of KB. Health Checks completed has been increased with a forecast of 100 for the Oct-Dec quarter. Medicines Management – reduction in the Practice budget allocation. Doctors are working hard to identify savings, without adversely affecting patient health or increasing clinical risk. Audits on-going, patients are being contacted on an individual basis. This will be an on-going process and follows best practice. A further discussion highlighted to PPG members the way that the Practice is charged for certain types of medicines issued by Hospitals. If PPG members have any further questions regarding the scorecard, they can contact PH. • NHS Contract changes 2014/15. AM explained that all patients are registered under Dr. AM. How the proposed Government changes will be implemented is too early to anticipate. • PH explained the strategy being deployed by the LCCCG following National guidance. The 'left shift' is moving services from secondary care (Hospitals) to Primary Care (GPs). Within Primary Care, workload is being moved from Doctors to Nurses and from Nurses to Health Care Assistants. In addition monitoring is moving into Patients homes utilising technology. Examples of the 'left shift' INR service, COPD Tele health. • Appointment Availability. MAX | | | |
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| | <p>commented on the perception that appointments were hard to obtain and accessing a Doctor was generally more difficult. AM stated that any patient needing access would be seen by a Doctor. No one is turned away. The Practice have configured services to provide a Sit & Wait (walk-in) style service for minor ailments in the morning, this is managed by a Nurse who is able to prescribe. A doctor is always on-call for telephone triage, home visits and some appointments where applicable between 8am and 6.30pm. In addition there is an extended surgery on Wednesday evening until 8pm. MAX gave feedback related to a 'secret shopper' exercise conducted on behalf of PH. MAX attended the surgery in the afternoon as an emergency patient. MAX was complimentary of the process, staff attitude and the service provided by the on-call Doctor. PH thanked MAX for performing the service and stated that more exercises like this would be useful for the Practice.</p> | | | |
| 4 | Meeting closed. MAX thank all attendees for a very useful and interesting meeting. | | | |

Dates of Future Meetings

Dates of future meetings:-

| Date | Location | Time |
|--|--------------------------|---------|
| Saturday 1 st February 2014 | Merlyn Vaz Health Centre | 11.00am |