



Parkside Medical Practice

Dr A Deolkar, Dr A Foster, Dr J Moss Langfield

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A professional and caring team, responsive to the health needs of our community

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD THURSDAY 3RD NOVEMBER 2016 AT 6PM

The meeting was attended by 12 patients.

Representing the practice were Dr Deolkar, Louise Owen (Practice Manager), Beverley Matthews (Office Manager), Julie Huntrod (Receptionist)

Apologies were received from Dr Foster

In attendance:

**Charla Kearsley and Janice Monk from Nottinghamshire Health Informatics Service (NHIS)
Jay Sansoyer and Rachel Jenkins from Health and Social Care Integration**

Louise welcomed everyone to the meeting and all present introduced themselves.

1. Citizen Triage Point

Jay Sansoyer and Rachel Jenkins explained that there would be some changes to the Health and Care Point with a new 0300 number from January (0300 131 0300) and it would be jointly funded by the NHS and Social Care and act as a signposting and advice service. The opening hours would be between 8am and 7pm. It was anticipated that the majority of callers would be able to speak to an advisor during the first phone call, rather than as previously callers having to leave a message and then be called back.

2. Community Care Nurse

The Chair of the PPG – Miss Sarita-Marie Rehman-Wall suggested that a role of community care nurse who could engage with vulnerable patients would be extremely beneficial and asked whether it could be funded by Social Care. Rachel Jenkins asked if the PPG would be interested in championing such a role and asked how the vulnerable patients could be identified. Miss Rehman-Wall suggested a mapping exercise across Nottingham would be a good starting point.

Rachel and Jay suggested contacting a Notts City Council Project called 'Looking After Each Other' and would provide the contact details to Louise after the meeting.

Jay and Rachel were thanked for their attendance and left the meeting.

3. Telephones

The ongoing problems with the telephone system were discussed. Charla Kearsley and Janice Monk explained about the archaic telephone system within the Riverside Building and it was anticipated that a new system would be installed in December after being delayed from August. The PPG enquired how much the practice paid for the telephone system. It was explained that the contract is held by the Clinical Commissioning Group (CCG) with NHIS and the practice neither holds nor pays for the contract directly. Charla explained that NHIS was a non-profit making organisation.

The PPG noted that a number of people did not have telephone/mobile contracts which permitted cost free calls and therefore the amount of time it took to contact the practice could be very expensive.

There was a further question about why the reception area had been designed as it was. Louise explained that she was not in post when the building was designed so did not know how the layout had been finalised but agreed that it was poor planning, particularly with both surgery reception desks being next to each other and the neighbouring surgery's patients sitting opposite Parkside's reception whilst Parkside's patients were further down in the waiting room and could not easily be seen from reception due to the glass pillar.

Charla and Janice were thanked for their contribution and left the meeting.

4. Minutes of the meeting held 21st July 2016

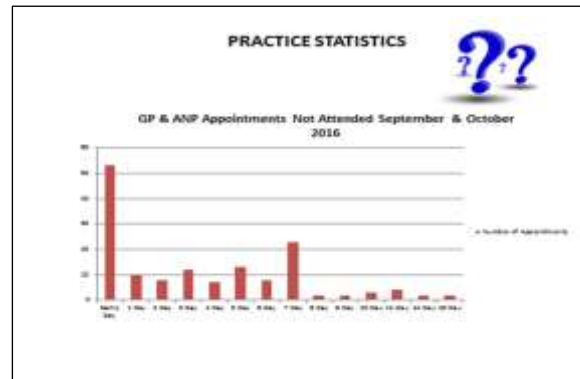
The minutes had been circulated prior to the meeting and were agreed as a true record.

5. Practice News

- **CQC Report** – the practice had received the formal CQC report and were delighted to have been rated as 'good' in all areas. The report was available on both the CQC and the practice websites.
- **Power Cuts** – there had been 2 power cuts on 24th and 27th September which had resulted in the loss of many vaccinations (including flu jabs), a loss of telephones and IT services on 26th and 27th September and had meant the closure of the whole building on the morning of Tuesday 27th September from 7.30am until 11.15am as it was deemed unsafe to allow staff or patients inside. Despite notices on the website and in the waiting room and the reception team apologising to any patients who had been affected we unfortunately had some patients who felt it acceptable to be extremely rude to our reception team. This situation was completely outside of the practice's control and some patient behaviour was very distressing to the reception team.
- **Staffing** – Louise explained that Rachel – one of our receptionists – would be retiring in December. Rachel had worked at the practice for 26 years and the practice wished her well in her retirement.

6. Practice Statistics

Louise showed the PPG some practice statistics around telephone calls, 'did not attends', sick notes and prescriptions.



7. Any Other Business

- **Self-Care Week** - taking place between 14th and 20th November and Louise informed the PPG of the Self-Care event which would be held in the practice on Wednesday 16th November and attended by local organisations such as Click Nottingham, Healthy Housing, Bulwell Community Garden, Fit for Work and Disability Direct. All patients were welcome to come along and speak to advisors from these and other organisations.
- **Confidentiality** – a member of the PPG asked about the practice's confidentiality policy – a friend registered with another practice had been ill and the surgery would not discuss any information about her with friends or family. Dr Deolkar explained that we do accept information from other people about a patient but we are extremely careful to ensure that confidentiality is maintained and where a patient does not have capacity for decision making there is a proper process followed to support the best interests of the patient.
- **Flu Jabs** – some flu jabs were still available for eligible patients and parents were encouraged to bring their children aged 2, 3 and 4 years of age for the Fluenz nasal spray.

8. Date and Time of Next Meeting

Thursday 2nd March at 6pm.

Everyone was thanked for attending and the meeting closed at 7.20pm.