



Parkside Medical Practice

Great General Practice in Our Community

Dr A Deolkar, Dr A Foster, Mr B Moorhouse

Bulwell Riverside, Main Street, Bulwell, NG6 8QJ, Tel: 0115 927 9119, Fax: 0115 9130692

www.parksidemedicalpractice.co.uk

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

Thursday 14th March 2019

The meeting was attended by 11 patients

Representing the practice were: Dr Foster, Marie Ricketts (Administration Manager)
Cheryl Daniel (Reception Team Leader).

Introduction: Welcome to everyone and thank you all for attending the meeting.
Everyone introduced themselves.

Dr Foster briefly covered some ground rules – Talk about the service but please don't make it personal.

Before the meeting began Lorna the Practice Manager briefly introduced herself to the members and expressed her sincere apologies that she couldn't stay for the meeting. Dr Foster also passed on the sincere apologies why Ben Moorehouse couldn't attend this evening due to not feeling well.

One of our PPG did mention when are we going to get some new faces at the meetings, representing the Practice. This observation was noted and will be passed onto all members of staff. Dr Foster advised he would request one staff member from each team to attend the next meeting.

- **Minutes from the previous PPG Meeting:**

Apologies were made that we had a room change for the meeting which was last minute for reasons out of our control. Dr Foster and the PPG Chair person briefly went over the minutes from the last meeting.

This covered issues of the Pharmacy's over dispensing. Dr Foster explained that the Riverside Pharmacy are under new management and again we will try and invite them to one of our future meetings. Also that the Clinicians are taking more care to encourage the patients to not over order their medications.



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A PPG member did bring to our attention that when ordering medications on line the dates of ordering and them being ready to collect didn't add up.

Action Plan: Dr Foster advised needs this to be looked into.

Dr Foster explained how there had been a big push given to the Flu Campaign and this is now coming to an end.

Dr Foster explained to all how the Partners after evaluation they have decided not to go ahead with the take over at the Riverlyn Practice hugely because of the building issues.

It was brought to our attention that some information being sent out to the patients were on the old style letterheads – apologies were made and advised this was a genuine mistake.

Action Plan: To ensure all old letterheads removed from the system.

- **Practice Update:**

- **Staff Update:**

Dr Foster advised everyone present that the present structure we have is 3 Partners, Dr Foster, Dr Deolkar and Ben Moorehouse and pointed out that you don't have to be a GP to be a partner within the practice. Dr Foster explained how Dr Waldron is doing 4 sessions in the practice on a Fellowship program for which he explained what the program is all about. Dr Savjani is a long term locum at present and Dr Foster did advise that we have offered him a permanent GP position within the practice but he has declined at present. Andrew McGregor is now a permanent ANP, positive feedback from patients that he is a lovely clinician and some patients can remember him from working at the practice previously. Andrew becomes full time in April where this will increase appointments which is a positive sign moving forward. Dr Foster explained the appointment ratio on per 1000 patients per week for clinician appointments, he explained the benefits of cost for hiring a Locum GP against a salaried ANP.

- **New style On-call:**



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Dr Foster explained how the on the day telephone triage works, quick calls to patients which are dealt with in a timely manner. Unfortunately when the practice is short staffed this sometimes can feel like it turns into a complaints line instead of urgent care appointments on the day, so the GP's are offering routine appointments for another day to help the situation.

One of the PPG did explain how they requested an appointment with a GP only to be advised there wasn't an appointment but was offers an appointment and saw Ben.

GP+ Service was explained to the PPG and also advised how this is working really well.

Marie advised the PPG how we are busy recruiting new staff and interviews were taking place and we should know very soon the outcome of the interviews and if any recruitments would take place. We also advised how no males have applied for the jobs.

Dr Foster asked the PPG what did they think of the new on call for which they advised they are not very happy with the telephone que size.

Action Plan: To engage with IT.

- **New Website & Feed Back Station:**

Dr Foster discussed how the new website is now up and running and asked anyone if they had already seen it and if so what did they think. The PPG did mention how they thought there wasn't enough information on it, i.e the next PPG Meeting.

Action Plan: To get Ellis to add this.

Dr Foster asked the PPG if they had, had the chance to have a look at the Feedback station yet and if not if they could kindly make the time to have a look when they can, so we can obtain their feedback. Dr Foster went onto say how we are receiving feedback already from patients. One PPG member did say he had tried it once and left feedback but it wouldn't let him to do it again on another visit. Dr Foster also said we are having positive feedback about our Twitter feed.

Action Plan: To look into this.

It was also asked if that the patients could mention people inparticular.

- **Mock CQC:**



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Dr Foster advised everyone how our Chair person came to visit and have a meeting with the Mock CQC team/ LMC and he asked her what her take was on the meeting. Our Chair person said she found it very interesting and was advised that if anything is reported which was found to be inappropriate how it would be reported straight away to the CQC.

Dr Foster thanked our Chair person very much for her input and feedback and asked if she would like to be invited to attend the real inspection, also if any other members of the PPG would also like to attend. This had a lot of interest and the PPG will be invited in due course.

- **GP Patient Survey/Patient Feedback Form:**

Dr Foster explained how the GP Patient Survey works and what the data we look at periodically and historically so we can compare to other practices generally in the area. Dr Foster advised that he didn't know the exact figure where we were on the scale but we are roughly around the middle.

Our Chair person discussed the draft Patient Feedback form that she had put together which there were 2 to choose from. Form A and Form B. Also info was taken by the Chair person with what was discussed and anything to add and she will go away and compile the new one so we can discuss and finalise at the next meeting.

- **Break:**

Drinks & light refreshments.

- **Carers Coffee Morning:**

Cheryl advised everyone of our plans to host a Carer's Coffee Morning in the future. PPG we're advised we will be in touch when the first one is to let them know dates and times etc.



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- **PPG Members to Promote the PPG Meetings:**

We discussed possibly for PPG members to serve out cakes and biscuits in the waiting room offering information about what the PPG is all about and invite them to the next meetings.

- **Any Other Business:**

Primary Care Networks, Dr Foster briefly discussed the PCN and what it entails. Advised that the idea is to group around 30- 50K practices together in areas and getting them to work together. Practices to work together in smaller groups and a budget will be available for this. This will hopefully be discussed and sorted by June to be operational by September 2019. 70% will be funded and the other 30% each practice in the area. Each are will have a PCN Director for which Dr Foster will possibly apply for this position.

It was also mentioned that the staff ensure that the poster for the PPG meeting is taken down once the meeting has finished.

It was also mentioned about on line appointments being released at different times so that they are available to everyone.

- **Date of Next Meeting:**

Thursday 06/06/2019.

Dr Foster thanked everyone for attending and the meeting closed at 8.00pm



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