

MINUTES OF PPG MEETING FRIDAY 6TH OCTOBER 2017

In attendance: Simon Reece, Regional Manager, IMH (Chair)
Dr Sohail Butt – Regional Medical Director, IMH
Heather Whitehouse, Patient Relationship Manager, IMH
Davina Mason, Practice Manager, Beggarwood Surgery
Tom Crawford – Quality Manager, Clinical Commissioning Group
Ann Bishop – patient

1. Terms of Reference

The Terms of Reference for the group were circulated, discussed and noted.

2. Minutes of previous meeting

The group went through the minutes of the previous meeting which were agreed as being a true record.

Mrs Bishop said she would appreciate more notice of forthcoming PPG meetings. It was agreed that this would be beneficial to all concerned. It was also agreed that future meetings would be alternate between lunchtime and evenings going forward to give all members the chance to attend.

3. Appointments

The issue of appointments was discussed. The wait for a routine appointment with a GP was 2 weeks with nurse appointments being available even sooner. Emergency appointments are offered on a daily basis.

It was evident that patients wished to see the same GP each time they visited the Practice. However, with the changing environment within the NHS where a range of other clinicians are being more widely used due to the shortage of GPs, it was agreed there needs to be some work done on the education of who does what within the Practice. For example, patients aren't always aware of the skills an ANP has, such as diagnosing illnesses as well as being able to advise and treat patients with long term and chronic conditions.

Mrs Bishop said she didn't have any problems with the Practice and she was happy to see a nurse for minor problems.

4. Recruitment

Simon Reece explained the ongoing difficulty in recruiting permanent GPs and explained it was frustrating for all involved. However a long term locum had been contracted for 6 months to assist with continuity of care and a fixed term Advanced Nurse Practitioner (ANP) had been recruited.

It was hoped that 2 full time GPs and 2 full time ANPs could be recruited to stabilise the practice. In the short term, Dr Sohail Butt had recently started as Medical Director for IMH and was spending 2 days per week at Beggarwood to help stabilise the Practice and offer clinical leadership.

Dr Butt explained he was also trying to help build the team at the Practice who had been affected by recent negative media.

5. CQC

The group discussed the recent CQC visit and the points raised. An Action Plan had been created and meetings had been scheduled to resolve all of the outstanding issues.

6. Any other business

It was hoped that the PPG could assist in improving the reputation of the Practice. It was agreed that getting messages out to patient about good news stories was important. A member of the Practice staff had already taken on extra hours to assist with this.

7. Date of next meeting

The date of the next meeting was to be announced. Timings would be looked at to see if more PPG members could attend. Communication would be sent to all PPG members via email.

DM
26/10/17