St Luke’s Primary Care Centre – Patient Participation Group

Meeting Minutes

# January 12, 2016

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| Present: | Moira Chapman (Chair), Christine Churchman, Kath Bottwood, Jane Other, Ray Chapman, Pauline Robinson, Chris Page, Geoffrey Beedell, Alan Bottwood, Francis Jones, Lynn Lavender, Michael Buckwood |
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1. Apologies & Welcome

Apologies received from Alison Pound (Practice) & Allison Nish

MC welcomed:

Alan Bottwood – Upton Parish Council / NBC

Francis Jones – Chair, Duston Parish Council

Lynn Lavender – Executive Officer, Duston Parish Council

Michael Buckwood

1. Minutes – 24th November. 2015

Agreed

1. Update on Survey re Service Cuts

Report presented by KB – Circulated in advance

* Majority effected by Blood taking
* Heartfelt comments arising from anxiety
* Able to advise Patients that consultation is ongoing
* Small sample of total patients reflective of all
* On-line survey now closed
* Overall Feeling - Purpose built practice, keep services on site

Actions Arising

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| --- | --- | --- |
| Action | By Whom | When |
| Changes / Updates to Report to be sent to KB in order for Report to be published. | All | 18/01/16 |
| A3 Copy of Graphs to be printed and placed on PPG notice board |  |  |
| Copy of Report to be sent to UPC and DPC | KB | When completed |
| Copy of Survey to be updated to PPG Section of Practice Website | Practice - Mini |  |
| Copy of Report to MPs | KB | When completed |

The Chair expressed her thanks to both KB for analyzing the data and preparing the Report and to PPG Members for capturing the information.

1. Surgery Update (Provide by MC in absence of AP)

* AP has not yet had a meeting with NHS England. 2 proposed meeting dates have been and gone. It would appear that NHS England appear reluctant to meet although they initially asked for meeting. AP has contacted again to force a meeting
* Ear Syringing is the service that most patients are unhappy about not taking place at the Practice.
* Practice Nurses – 2 joined at beginning of December and another in January. Further Nurse to join in March
* New Receptionists started 04/01 and 11/01 – Currently being inducted.

Concerns raised that Full Time Equivalent Status (FTE) is not known for either Doctors or Staff

* Friends & Family Test – Passed to PPG

MC has decided to park for the moment and to return to AP

* St Lukes has been asked to participate in a promotional video to encourage GPs and Trainees to come to Northamptonshire.
* Abusive Behaviour – Increase in patients being abusive to Staff. Meeting scheduled for w/c 18/01

Concerns raised re actions that Practice may instigate

* Practice now opening at 8.00am. Teething problems re telephones now resolved.

Concern raised that a Doctor and Staff Member are not attending PPG Meetings. KB suggested that an interim meeting to be held during the day to facilitate attendance.

Actions Arising

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| Action | By Whom | When |
| Written communication to be made to AP on behalf of PPG expressing concern at Abusive Behaviour Policy and to discuss the way forward. | MC | 19/01/16 |
| Draft communication to be prepared requesting that Doctor and Staff Member are invited to attend future PPG meetings | GRB | 19/01/16 |

1. WLEG

* Meetings now moved to a Tuesday. CC & JO are PPG attendees and will continue to be in the future.
* Outline of WLEG given by CC.
* Copy of KB Report to be taken by CC & JO to next meeting

1. Questions from New Attendees

* MB advised that he had received two letters from David Macintosh (MP) concerning St Lukes
* DPC to facilitate communication of PPG to a wider audience.

1. AOB

KB suggested that in order to facilitate note taking / minutes:

* Keep to the order of the Agenda
* Updates to be provided in advance of the meeting
* Minutes to record Action Points

1. Next Meeting

15th March 2016