

PATIENT PARTICIPATION GROUP MEETING

9TH JANUARY 2015

Present: James Telford
Gerard Hand
David Reid
Lorraine Reid
Roy Smith
Dawn White - Practice Manager
Dr A.O. Syed

All consented to this report to be published on our website

We thanked the patients for coming today and for expressing an interest in being part of the Patient Participation Group. We went through the following agenda :

PATIENT SUPPORT

We mentioned that it appears that PALS no longer advocate in the community so we have arranged a meeting with the Healthwatch Liverpool patient support service at our practice meeting on the 22nd January 2015. We did try to get them to come to the PPG today but they were unable to do so. We asked the PPG what they thought of these type of groups and there was generally a positive one in regards to have third parties supporting patients. We will try to ensure their presence in the next practice meeting or PPG meeting.

In terms of past experience of PALS from the PPG Mr. David Reid did mention that they do listen and sympathise but didn't actually do anything more than that.

Mr. Roy Smith however had a really good experience via PALS. He had attended Broadgreen Hospital for a medical problem and after waiting one and half hours was told by the staff that the clinic was cancelled. His daughter had rang PALS and the response he got was very impressive as he got rang by the consultant to personally apologise for the event that had occurred.

Dr. Syed explained that our aim with Healthwatch would be to have a named contact which patient can turn to for support if we haven't addressed a patients issues so they can advocate and advise on the patient's behalf and we will keep a strong link so matters can be addressed quickly.

PATIENT FEEDBACK

Overall the PPG felt that the practice provided a good service and it was like a family. Dr.Syed explained the Care Quality Commission recent advice on GP complaints was that we need to embrace complaints. Dr.Syed expressed to the PPG that we wish to adopt this approach which hopefully will lead to improving the service we provide. We have, however always tried to take patient views and it was our last years survey that lead the renovation of the practice, lowering the reception counter and going on line with appointments and others.

We asked which ways we can deal with patients concerns or complaints and the overwhelming opinion was that patients should approach Dawn White, the practice manger as she has a good relationship with patients. We then showed our reviewed complaints poster and they felt that it was good as it gave Dawn White's name. Dawn White asked whether we should have a suggestions box like we did last year and the PPG weren't too keen on this as they felt the direct approach was the best. We explained that we wished to have more feedback from patients who are not that confident and too reserved to make a complaint to the Practice Manager but would still like to make their point via a suggestion box and the PPG said that we should put next to the friends and family box a piece of paper asking if they have any queries please add a comment.

SURGERY BUILDING ISSUES

Mr. Roy Smith felt that the waiting room should remain free from clutter and he didn't like it had depressing posters everywhere in the waiting room. We agreed that we will only maintain essential posters on the notice board only to keep the waiting room aesthetically pleasing. We will see if we can put some nice prints up instead. Perhaps we should mention on our website the need to have an artist as part of the PPG!

Dr. Syed asked how they would like to make any changes to the practice in terms of the building and contents. Mr Telford said that he used the patient's toilet and couldn't immediately find the switch to turn on the lights. The was because the cord is camouflaged to the white wall and I advised that we will change the cord to make it visible. We also informed the PPG that we are looking to put an emergency cord in for the patients toilets.

The PPG complained about the building as you enter, because we are built near shops there is a tendency with the public to throw their wrappers and other items over the wall. Dr Syed explained that we are currently looking at the exterior of the building and a builder has assessed the outside and we are putting in this years action plan to have the whole front of the building renovated and new ramp and we will now discuss with the builder the issue of the rubbish being thrown across the wall and what we can do structurally to resolve this. This years action plan will be decided in the first months of the year and we are currently doing a 2014-15 survey which when assessed is will influence our action plan for 2015. Also we are currently analysing the results of the recently published National Patient Survey.

LOCAL HEALTHCARE DEVELOPMENTS

DEMENTIA CARE NAVIGATOR

We gave an update to the PPG about neighbouring events and forthcoming healthcare plans. Dr Syed chaired the neighbourhood meeting this week for the local GPs and commissioners and reported that our CCG wishes to pilot a dementia care initiative as one of our chosen targets in our area and this new pilot of "Dementia Care Navigator" may be a useful resource. It has been noticed by health groups that there is a big gap in care between primary care and secondary care when it comes to dementia management which was echoed by other practices present. A role has been created for a dementia care navigator who will try to bridge this gap. This person(s) will have links to secondary care but will primarily deal with us and the patients plus their carer's in meeting their needs. We discussed this in the meeting their job description appeared to wide ranging at which point the GPs concluded that it good as the role could change according to what the needs of the patients ad carers are. The GPs overwhelmingly welcomed this pilot for our neighbourhood and there will be initial meetings in the practices with the dementia care navigator and our meeting with them will be on 27th January. Although their first stated intentions will be to deal with recently diagnosed dementia they did confirm that their remit is open to all dementia patients. Dr. Syed explained to the patient group that there has been times where we have wanted to get secondary care in for a patient who has dementia and the process to get this has been quite hard and we will feed back to the PPG how this is going and it may be useful to have a carer for a dementia patient who will overview what this navigator person does and see how beneficial it is and the PPG and Mr. Roy Smith would see if he could help to find someone, and Dawn White will speak to our patient's or/and the carers to let them know of the support available. The PPG agreed this scheme is worth pursuing.

PATIENT ACCESS TO A FEMALE GP

Another subject that was raised by Mr.Telford was if there was a female GP for the practice? Dawn White explained that Dr. Adeola Oyegbite, who is the regular female GP and does sessions once a week is currently on maternity leave but we have made provisions for her replacement now have a female doctor called Dr Malik who is now doing sessions on Tuesday mornings and we agreed with Mr.Telford that there is a necessity to have a female GP. Our nurse is female and we would encourage patients to discuss any women's problems with her also as we have very interactive clinics on the same days often where the nurse asks the GP advice and vice versa! Dr.Syed also mentioned that we have a patient survey that we are carrying out where I have put in a couple of questions about a female GP presence and it will be interesting to see what comments we obtain on that and then act accordingly . Mrs. Lorraine Reid then mentioned that she is not bothered about having a female GP but understands the need that some women may want this. Gerard Hand mentioned that he was unaware of a female GP being here and therefore we put a poster up in the waiting room to explain this fact, also in the practice leaflet and on our website and on the NHS choices website.

OPEN DISCUSSION

Mr. David Reid mentioned how things have improved in the sense that a few years ago this kind of feedback was not done and the he welcome this.

Discussions continued onto how our surgery may be impacted by a private housing development in the area where over 100 houses are being built which has apparently received planning permission and there will be thoroughfare traffic passing the surgery which may affect vehicles at the back for our practice and of course residents who include David and Lorraine Reid who live on that thoroughfare. From our point of view we may need to consider the impact on the influx of patients in the region and prepare for this accordingly.

There were no other pressing issues to be discussed we concluded by thanking the group for their time and appreciated their valuable comments. At the next meeting we may have Health Liverpool or this may be dealt with at the practice meeting separately. In the meantime if there are any agenda requests for the next meeting then the PPG have been informed to speak to Dawn White to let us know and we can put this on the agenda.