

Patient Participation Group Meeting Minutes 7th February 2017

Attendees PPG: Frank Clement-Lorford (FCL) (PPG Chairman), Alan Dillon (AD), Val Dillon (VD), Jackie Mallery (JM), Diana Martin (DM), Des Finnigan (DF).

Attendees Practice: Isata Green (IG), Practice Manager), Sarah Boltwood (SB), Admin.

Apologies: Paddy Cribb (PC) Christine Endacott-Palmer (CEP), Judi Pollard (JP), Jill Corpes (JC).

Resigned: N/A

Introductions: FCL welcomed everyone to the meeting and thanked them for coming. FCL gave apologies for those unable to attend.

Action Items	Outcome	Who to Action
<p>1. Review of previous minutes of January 2017</p>	<p>Previously, JP stated that she had attended a Diabetes educational event that the CCG in the local area had organised and invested money in. JP was looking into whether our CCG would invest any money into an event like this. However JP has been absent from the last 2 meetings so there is still no progress on this point. This point will be discussed again as and when further information is available.</p> <p>PC will do a report about the Minor Illness event and he has asked that Dr Mckendry and Natasha Wasum also do a report; this will be published in the FLGCA magazine and also as a separate newsletter from the surgery.</p> <p>The group asked if we could display a poster about Walk-in Centres and 111.</p> <p>SB will organise a poster to go up at the front door. See attachment below:</p> <div style="text-align: center;">  <p>When we are closed.pub</p> </div>	<p>PC</p> <p>SB</p>

FCL raised a point about Isata checking the minutes before they are published, they felt that as Isata is not always in attendance for the whole meeting that it was not appropriate for her to make any changes to the minutes. **IG** explained that she firstly reads the minutes to inform herself and the Partners (where relevant) about the plans of the PPG. She also screens the minutes for spelling or grammatical errors and for matters that may raise personal confidentiality issues both for patients and members of the PPG.

Furthermore, she stated that the Practice is responsible for what is published on their website. She therefore checks that information to the Practice's patient population is accurate. She stated that what she does is no different from a newspaper editor checking articles before publishing these in their newspaper.

She assured the Group that she would never change the meaning of their minutes neither would she remove any information unless they may potentially breach confidentiality of either members of the PPG or any of our patients. She would also remove any information that is inaccurate or may be misleading to our patients. She would however highlight and discuss any such redaction with the Chair in future.

It was agreed that the minutes would be passed to **FCL** before being published so he could agree the content.

A query was raised about patient's eligibility to attend the Normandy Surgery. The group asked why Fairlands' patients are not allowed to attend the Normandy Surgery but patients at Normandy are allowed to attend Fairlands Surgery and what is the reason for this restriction.

IG explained that the GP appointments at Normandy are protected for Normandy patients as there are fewer doctors and fewer appointments at the Normandy Surgery. Normandy patients can still attend the

	<p>Fairlands surgery as Fairlands offer far more appointments, urgent care and some nursing appointments and other procedures can only be done at the Fairlands Surgery due to equipment and storage of vaccines etc.</p>	
<p>2. Questions for the Practice Manager</p>	<p>A member of the PPG gave IG a letter to read about an experience a friend of theirs had had at the Walk-in Centre.</p> <p>This friend had been sent from the Practice (on a Saturday morning) to the Walk – In Centre by a Receptionist. When they arrived at the walk – in Centre, they were told they could not be seen and to return home and dial 111. The friend did this and they were given an appointment at the Royal Surrey County Hospital (RSCH).</p> <p>The queries were why the friend was sent to Woking where they were not able to deal with her problem? Why could she not be seen at the surgery? And that staff should have more training on where to send people in this situation.</p> <p>IG explained that the Saturday service is not for walk-ins or emergencies, the service is a pre-bookable appointment service ONLY designed for people that are unable to get to the surgery during normal operating hours.</p> <p>IG stated that she would look into the services at the Walk-in Centre and ensure our staff advise patients with the correct information.</p> <p><u>Feedback from Woking Walk-in Centre</u></p> <p>Following the queries raised at the meeting, SB has spoken with a member of staff at the Woking Walk-in Centre to discuss their procedures, please find response below:</p> <ul style="list-style-type: none"> • Nobody would be turned away by the Walk-in Centre without being accessed first. • There is usually a doctor on site but not always. • If there is no doctor on site, the only restriction is that they cannot see children under 2 years of age. 	

	<ul style="list-style-type: none"> • They have nurse prescribers that can prescribe medication even when a doctor is not present • Below is a list of conditions that are treated at the Woking Walk-in Centre as copied from their website: <p>“We provide assessment and treatment for the following:</p> <ul style="list-style-type: none"> - Abdominal pains – stomach complaints such as indigestion, constipation, vomiting and diarrhoea - Allergies including hay fever - Chest infections - Conjunctivitis and eye problems - Coughs, colds and flu-like symptoms - Cuts requiring stitches/glue, wound care and dressings - Ear and throat infections - Head injuries with no loss of consciousness - Minor illnesses (including urinary tract infections) - Minor road traffic injuries - Minor scalds and burns - Muscle and joint injuries – strains and sprains - Sexual health advice (including - Chlamydia screening and emergency contraception) - Skin complaints – infections, rashes, sunburn, bites and stings and - Suspected fractures” <ul style="list-style-type: none"> • The condition reported by the patient in question is listed above • There is also a desk in the same building for 111, our out-of-hours (OOH) service which is not part of the Walk –in Centre. The desk for the OOH service is in the front as you enter the building and the Walk-in Centre desk is round the corner from there. • If a patient had gone to the 111 OOH desk, they may have been asked to go dial 111 to make an appointment as this is a GP-led service to cover for our GPs outside our core opening hours. The patient would have therefore been directed to 	<p>AD</p> <p>IG</p>
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	<p>their specific OOH service to see one of their GPs.</p> <ul style="list-style-type: none">• However if the patient would have gone straight to the Walk – in Centre desk in the same building or had stated that they were attending the Walk-in Centre, then they would not have been turned away but would have been asked to sit and wait to be assessed by a clinician at the Walk-in Centre. <p>AD asked if he could send a personal cheque for N.A.P.P. (National Association of Patient Participations) membership and then reclaim the amount from the Practice. IG said that the Practice would pay this direct to N.A.P.P. AD will find out the details from N.A.P.P. to get this paid directly.</p> <p>AD asked IG if the group could go ahead and set up a Lloyds Bank treasurer’s account for the PPG. He stated that this account is normally opened by charities, sports clubs etc.</p> <p>IG stated that she had some questions about the account which she would like to discuss with the accountants and will report their response to the group accordingly.</p> <p>The group asked about Paramedic Practitioners, they said that some surgeries have access to this service and say they find it a useful service and saves GPs’ time.</p> <p>IG said that it is a similar service to what we are already offering with our Nurse Practitioners. IG said that our CCG had had discussions about employing Paramedic Practitioners to help with home visits during the winter period; however, this did not go ahead.</p> <p>FCL asked what alternative services the Practice offers and where to find the information about these services. IG said we have a practice leaflet (available at reception) or alternatively, a list of our services, including private services, can be found on our website. www.fairlands.co.uk</p>	
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<p>3. AOB</p>	<p>FCL asked the group if they had any suggestions about speakers we could ask to attend future meetings.</p> <p>JM suggested Surrey Health Watch. FCL has sent an email to request this but has not yet heard back.</p> <p>FCL will arrange a meeting with IG to finalise the Practice Survey Questions. The draft questions will be a combination of previous practice questionnaires, IG's questionnaire and questions from GPAQ (General Practice Assessment Questionnaire).</p> <p>Date of next meeting 21st March 2017 2.30-4.30pm @ Fairland's Medical Centre.</p>	<p>FCL</p>
<p>Programme of Events</p>		
<p>Patients Participation Group Meeting: Tuesday 21st March 2017 2.30-4.30pm @ Fairland's</p>		