

# Killamarsh Medical Practice

PPG Meeting Wednesday 19 November 2014

## Agenda Items

- **PPG membership/new members**
- **Minutes from Junes meeting**
- **Friends & Family Test**
- **New surgery sign**
- **CQC Update**
- **Access to online medical records**
- **New housing development?**
- **Dr Sutherland retiring / new GP partner**
- **Did not attends (DNA's)**
- **NEL-5 Locality PPG members**
- **AOB**

## **PPG membership/new members**

PR welcomed the new member of the PPG and briefly explained why the group met and how often.

PR explained he would continue to advertise for other new PPG members to ensure the PPG is representative of the wider practice population.

PR is to advertise a virtual PPG group which could run alongside our existing group. This may help target a younger age range and help increase members.

## **Minutes from Junes meeting**

PR went through the last meeting minutes with the members and informed them they would be focusing on increasing the number of patients booking appointments online, increasing the number of patients re-ordering repeat medication online and educating our patients on how they register with the pharmacy of their choice to allow them to order direct.

PR explained to the group that the practice was continuing to work on the three areas identified at the last meeting in June, these were;

1. Increase the number of patients booking appointments online
2. Increase the number of patients re-ordering repeat medication online
3. Educate patients on how they register with the pharmacy of their choice to allow them to order direct from them, instead of calling the surgery.

## **Friends & Family Test**

PR explained the Friends and Family test was starting on the 1 December and that there were two questions.

- How likely are you to recommend to friends and family if they needed similar care or treatment?
- Please tell us the main reason for your answer

PR also explained the surgery had to feedback the responses to NHS England on a monthly basis and they would produce some form of league table.

Dr Shaw explained question one response rate mechanism to the group and how this worked.

### **New surgery sign**

PR asked the group did they notice the new practice sign which was installed a few weeks ago on their recommendations. Everyone agreed it looked very good.

### **CQC Update**

PR updated the group on two areas;

- The new intelligent monitoring report released by CQC  
PR explained the report to the group and why CQC had released it. PR also explained how the risk levels were calculated and that the practice was awarded a pre-inspection visit score of 6/6 which was an overall risk level of “no risk”
- The up and coming CQC visit  
PR explained the practice would receive an inspection before March 2015 and that the inspectors would be looking at the following areas;
  - H&S / risk assessments
  - Human resources, induction, appraisals, hiring, proof of i.d & training
  - Cleanliness and infection control
  - Policies and procedures are in place and followed

PR also explained the CQC would also require a member of our PPG to attend on the day.

### **Access to online medical records**

PR explained the up and coming changes to patient online access to their medical records which were;

- Access to the summary care record by March 2015
- Access to the full medical record by March 2016

PR explained they were on track to achieve the March 2015 target and were still awaiting detailed guidance from NHS England regarding the March 2016 target. The group then discussed EDSM and how this would work if the practice adopted for all patients. All patients would have to give their consent to allow the record to be shared with other NHS Organisations.

### **New housing development?**

PR asked Councillor Jones if he had an update on the possible development of hundreds of houses on the old Westhorpe colliery site. He explained planning permission had not yet been put in yet but it was expected shortly.

### **Dr Sutherland retiring / new GP partner**

PR reminded the group that Dr Sutherland had now retired and had been asked to stay on as a salaried GP until March when the new practice partner started. The new partner was Kym Travis and would be a newly qualified GP when she starts.

PR also explained the practice had hired another salaried GP Dr Harriet Bird who would also be working at the surgery until the end of March 2016.

### **Did not attend (DNA's)**

PR explained to the group that practice had dozens of patients that booked an appointment but did not attend without cancelling (DNA's). PR asked the group for suggestions on how the surgery could educate its patients on cancelling if appointments are not required.

Suggestions were:

- Name and shame them

Dr Shaw explained we could not name and shame

Other suggestions were:

- Larger notice in reception
- Inform patients through the practice website
- Contact patients that do not attend by telephone and ask them why?
- Advertise in Doorsteppa

PR explained he would look at the above and let them know how DNA's trend over the next few months at the next meeting

### **NEL-5 Locality PPG members**

PR also asked the group again if any of them would be interested in attending the NEL-5 locality PPG meeting which is held every quarter. PPG member Alan Shepherd agreed to attend this meeting but could not attend the next one as it was the following day. PR agreed to let him know when and where the next meeting was

he could attend, he could then feedback to the rest of the group what discussion they had.