

The Leys Health Centre
Patient Participation Group Meeting
21st March 2016

In attendance: I. Morgan, V. Fouracre, P. Carter, E. Carey, N. Noel-Shodunke, S. Wheatley, J. Lang, R. Watson, P. Nowland, E. Helliwell, E. Potter, J. Moffatt, R. Harris, S. Renn, F. Lodge and Dr. L. Gardner

Apologies: D. Vanderhyde, Ann Ganter, Collette Sims

Introductions

Two new members attending the group were introduced

Friends and Family initiative:

New posters now available which will enable better interaction with patients, new option being implemented to text questionnaire to a random number of patients after their visit to the surgery

Car park extension:

At last the long awaited extra parking spaces are now being built. There will 14 extra parking spaces which the staff will use, keeping the parking spaces nearer the surgery available for patients

PPG elections in June:

Ian informed the group of the upcoming elections of all the committee posts. These include, chairman, deputy chairman, secretaries (2) and publicity managers (2).

Please note that, following discussions with the Chairman, after the meeting, he confirmed that it would be better to outline what each role would involve at the meeting on June 6th and then elections would follow on September 5th 2016

Appointment availability:

- Susan asked the group how the new system for “on-the-day” appointments was working and received positive feedback from a group member.
- Patient still having to wait for routine appointments, especially when planning to see a specific/preferred doctor.

- More early and late appointments available
- Fewer people milling about the surgery as only people who need to attend appointments are in the surgery rather than in the past when the surgery operated Open Surgery early in the morning.
- There has been an increase in demand for appointments - face to face appointments with a preferred doctor, telephone interaction/duty doctor calls. 40% increase
- Increase in demand for appointments is countrywide. This is coupled with lower number of doctors qualifying, changes in NHS, GPs retiring. All this has been having an impact
- Situation within nursing is going through similar outcome - recruitment is very difficult as nurses leave/retire
- Fiona is carrying out a "live" adjustment on urgent and routine appointment, setting up short notice appointments, telephone triage throughout the day, increasing bookable phone calls and medium term appointments
- Susan explained how the new Minor Ailments Scheme works
- Those who don't attend is increasing or patients are cancelling only minutes before their appointment which the surgery cannot re-arrange. This is having an impact on the service the surgery is delivering - posters will be placed in the surgery to advertise this impact
- Appointments becoming valuable as demand increases - if you value the primary care spend time to inform MP etc
- The surgery has joined other surgeries in Oxford (OxFed) to develop a better service delivery for the people within the city.
- Bigger towns within Oxfordshire have similar problems as in Oxford with managing health care
- Difficulty with people who cannot get an appointment without waiting for weeks. Suggestion is Saturday appointments - late night/Saturday appointments will be more flexible to support patients who work full time

Peter asked Susan did he hear that some health roles would be carried out by staff who did not have the required qualifications - Susan explained the surgery has recruited staff who are health care professionals and that they share different roles within the health care

Other:

- New queuing system is excellent. A notice to say 'queue here' will be placed in front of the reception desk to prevent patients from inadvertently jumping the queue
- A group member was happy with Nicola after taking his stitches out - well done.
- Improvement with seating - wheelchair access has been improved.
- Publicity manager role - work hours - after school/mid afternoon
- PPG committee roles - is there a job spec for these roles? What hours are involved with committee, group meetings and other activities?
- Having a broader demographic of those attending the meeting would be helpful - need to consider bringing mothers, young people etc into the group so a different input is gathered. Having personal interaction to support

Meeting Feedback

- Mostly scores were 5/5 with a few 4/5. When asked the PPG members who voted 4/5 stated that they were reserving judgement

Meeting concluded: 8:05pm