



Thorneloe Lodge Surgery

Patient Participation Group

Dr Kelvin A.M. Laidlaw
Dr Mark J. Davis
Dr Julie Butler
Dr Thomas Caldwell
Dr Jessica Garner
Dr Claire Weatherup
Dr Amy Willetts

Notes of the Meeting Held on Monday 6th February 2017

Present:

Gill Yip (Practice Manager)	GY
Dr Tom Caldwell (GP Partner)	TC
Julie Crawshaw (Chair)	JC
Marie Bell (Patient Member)	MB
May Youett (Patient Member)	MY
Keith Williams (Patient Member)	KW
Kenneth Allen (Patient Member)	KA

Absence

Apologies for absence had been received from Aileen Haden (Patient Member) and Jane Hood.

Welcome and Introductions

JC welcomed all present and agreed minutes of last meeting.

Locality Update

TC reported that national Sustainability and Transformation Plans (STP) were looking at balancing budgets, making cuts and savings. TC also reported that Worcestershire Acute Hospitals NHS Trust had recently undergone a CQC inspection which recommended 'improvements' by March. It is unsure what will happen if this is not met. The general feeling is that Worcestershire Acute Hospitals NHS Trust is in trouble and we can expect to see further reports in the media over coming months. KW asked if PFI payments were to blame. TC advised that this is unknown but an amount of money needs to be found which may affect a wide range of services. The group decided this was not a problem which could be thoroughly debated or solved at the meeting, however it did prove to form an interesting debate.

It was noted that the CQC did however concentrate on patient safety rather than focus on the financial management of the hospital.

Practice Update

GY reported that there had been no staffing changes since the last meeting and that registered patient numbers continued to grow at 10,800.

GY also reported that the surgery had been successful in becoming a pilot for Wi-Fi installation which had been provided free of charge by NHS England. The purpose of this installation is to provide patients with more access to online services and self-help.

MB asked if music could be provided in the Waiting Rooms and felt that this would be well accepted. GY advised that this was a project being looked into but could incur an ongoing annual cost of around £400.00 pa.

This would be to cover the cost of performing and musical rights licenses. There would also be an additional upfront cost of the equipment purchase and installation for two Waiting Rooms. GY agreed to discuss this further with the Partners at a later date.

MB enquired about the Receptionists asking patients the reason why they needed to see a doctor or nurse. GY and TC advised that this was to ensure that patients were directed to the best clinician for their problem.

CQC Inspection Update

GY reported that the Surgery had received the outcome of its CQC Inspection which took place in September 2016. GY was delighted to report that the Surgery received an overall result of 'Good' which was upheld in all areas of the inspection. The group were delighted with the outcome and felt that this was a good result. GY agreed to make the report available on the Surgery website. GY also gave a handout of the inspection summary to the group.

Fundraising Update

GY confirmed that the Surgery has raised over £150.00 so far, which is to be put towards the cost of children's wall activities for the Waiting Rooms.

JC asked what the Surgery would like to raise funds for next and what the PPG could do to help. Suggestions were made by the group for outside signage, CCTV or lighting. This discussion is to be considered at the next meeting.

Pictures for Health

MY advised that the organisers of the current photographic display would like to change their pictures for different ones. MY to liaise with GY when a date was known.

Podiatry

KA advised that Age UK were offering local services for podiatry. KA wanted to know if a porta-cabin could be added at the back of the practice and whether this was a service the Surgery would consider offering. TC advised that this is not a service which was included within the NHS England GMS Core Contract, so it was unfortunately not a viable option.

Website

The group advised that previous PPG Minutes were not available on the Surgery website. GY agreed to make this available.

The group wished their feedback to be recorded that the online appointment system has been very well accepted.

Next meeting: Monday 8th May 2017 at 6.30pm