

**MINUTES OF LEATSIDE PATIENT PARTICIPATION GROUP MEETING
MONDAY 7TH SEPTEMBER 2015
6.00-7.30PM LEATSIDE SURGERY, TOTNES**

Present: Janine Payne (JP)
Rosanna Berryman (RB)
Andrew Frankland (AF)
Martin Randall (MR)
Ali Cull (AC)
Bob Alford (BA)
Hazel Fuller (HF)
Sally Lougher (SL)
Kevin Marsden (KM)
Hilary Price (HP)
Elsbeth Thomas (ET)
Carol Zollo (CZ)

In attendance: Louise Mitchell (Minutes), CCG representatives: Becky Foweraker, Paul Hurrell, Amy O'Brien, Laura Voisey. Aiden Laverty (Boots Pharmacy)

Apologies: Ronnie Plagerson, Barry Wheeler, Geoffrey Hyde, Robbie Brown, Peter Kiddle, Carole Van Oppen

1. **Introductions and welcome**
2. **Matters arising from previous minutes**

JP ran through the minutes from the previous meeting and confirmed all the actions have been dealt with. One of the requests at the last meeting was to meet the new Partners and RB was here today. Dr Jamila Groves will attend the December PPG meeting. Aiden Laverty was also in attendance to provide an update on the Boots pharmacist service.

3. **Summary report of complaints and compliments**

JP explained that on an annual basis the Department of Health requires GP practices to run a national patient survey. Ipsos MORI have been commissioned to run the poll in which we are benchmarked against other practices in the country. It is a tool the Clinical Commissioning Group will use when they inspect us. We are expecting an inspection before the end of March 2016. As part of the inspection they will also want to talk to patient group representatives to get their views on the services provided at Leatside.

JP circulated a summary showing type of complaints received by service area and by subject of complaint. These will be analysed and a report submitted to the Department of Health. Leatside has changed the complaints procedure to making it easier for patients to feedback. If a patient has a complaint they should contact JP, MR or AC who will stop what they are doing to listen to the patient. We would rather patients spoke to us than complete a form to complain. SL feels that patients may not like to complain for fear of retribution. JP replied that if somebody makes a complaint it does not go into their medical records. JP explained that reception team are trained to recognise disgruntled patients and will ask them to speak to a senior

member of the team. We want to hear from patients and encourage feedback. HP was interested to know the process for complaining as she sits on a school governing body and is looking into formulating a process for complaining. JP said that we capture complaints at the beginning and mediate as much as we can, preferring that patients come to us as soon as they can. If we can't reach a satisfactory outcome for the patient they can contact the Patient Liaison Service at Pomona House. The last resort is to the health service ombudsman; however we listen, report and deal with situations before they need to get that far.

4. Boots Pharmacy Update

Aiden Laverty attended the meeting to provide an update on the service provided by Boots. AL explained that he has now been at the Leatside branch for 1.5 years and during that time waiting times are better and communication with the surgery has improved.

AL has applied to take a prescribing course with Bath University so it is hoped he will be our prescribing pharmacist working with the doctors. Pharmacists are trained to prescribe medication for minor ailments; this saves patients making an appointment with a GP simply to get a prescription. AL's speciality area is diabetes so patients will be able to meet with him to look at the medications they are taking and making sure they are the most suitable for the patient.

JP explained there is currently a recruitment crisis in GP practices and this year not all the training places at medical schools have been filled because people do not want to train to be GPs. Leatside has two new GPs and a pharmacist who will start 28.9.15 as a full time member of staff. Two nurses retired this summer, with another retiring and Christmas and Dr Frankland retiring next year. So we are constantly succession planning and AL is part of that process and when qualified will be joining us as part of the team. Practices are now working differently with some employing paramedics.

With Kevin joining us at the end of September as our trained prescribing pharmacist when a patient telephones with a medication query it will go straight to him. The patient will then come and meet with him to see if there is a better alternative than what they are currently taking. The pharmacist will be able to see patients more quickly than a GP. Reception is already diverting patients across and the process is working very well for the minor ailments service, winter services and emergency supplies. This is a new service commissioned by the CCG to take pressure off of GPs.

5. Shared Decision Making

Four members from the CCG attended the meeting to present on a new shared decision making initiative. PH explained that work has been done nationally to give patients more of a voice in the services they use. It's about patients being able to say what matters to them, asking what the pros and cons of each option there are for them, what support they can receive to help them make a decision that is right for them. It's about encouraging people to take some responsibility for their own health and care.

The CCG would like input from the PPG in the planning of a pilot and to join a working group to take the initiative further. The pilot will be run and be developed with practices and patients. Uptake will be looked at to see if something can be adopted across other practices. Evidence from other parts of the country has proved it is a

good initiative. RB asked how we measure the success of the pilot. PH replied that there will be a change in the care the patient receives. There will be a financial element to measure as well as patient experience.

The CCG would like to work with Leatside on the pilot and to try and achieve 100 patients across the community. A structured format needs to be adopted as it may skew figures if certain areas of the community are targeted.

AC suggested that the nursing team can use the tool at health checks and those with longstanding skin conditions as patients often see nurses at a step before they see a GP. Nurses can then explain the process to the patient at the early stage so they can reflect and research before they see a doctor.

Feedback from the PPG representatives was that it is a good tool to act as a reminder for patients when going to see their GP.

It was agreed that the CCG colleagues would present the initiative to the partners at the next clinical meeting at the end of the month.

6. Re-design of Reception

JP updated on the re-design of the reception area. Patient Group Representative Louis Victory has been working with the team on the new layout and we are now on the 3rd iteration of the plan (see attached). Thanks were noted for Louis' input that was very helpful and provided great input. Work will be done in 3 phases starting over the weekend of 19th September when the floor above Newsome Opticians will be strengthened to accommodate the notes. The new reception will accommodate a management office and a room for the health POD. Staff will be ergonomically placed to see patients. To meet the Department of Health timescales the work should be completed by the end of March 2016.

7. Flu Season

AC informed that flu clinics would be held on Friday 2nd and Friday 9th October. Totnes Caring will be present with a stand. We are now inviting 2, 3, 4, 5 and 6 year olds to attend. Notifications will be placed in the Totnes Times and the Totnes Directory.

8. Begging on the Street

JP presented the Caring Town initiative around concerns raised about beggars in Totnes. Some people have been asking what they can do to help. Leatside is supporting this initiative. Help is available at the Drop in Centre. Nobody has to be homeless or hungry in Totnes.

9. Any other Business

CZ expressed concern about the health visiting team being moved to Dartmouth. JP informed that this was a change of boundaries. AF said we were informed this was going to happen but we didn't have any input or involvement. This would be fed back to the health visitors at our monthly meeting.

Agreed date for the next meeting is Tuesday 8th December at 6pm.

End of Meeting