

Ashville Medical Practice Patient Reference Group Meeting Minutes 31st January 2019

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Patient Reference Group Members – 13 Attendees

Mel opened the meeting by giving members her best wishes for 2019, and expressing thanks for attending on this changed date.

1. Actions Update:

No actions had been required from the previous meeting.

2. New Members:

No new members were in attendance.

Mel expressed her thanks to a regular member of the meetings who was no longer able to attend; she had telephoned her to express the appreciation of the group for her input over the years.

3. Practice News:

(a) The CQC inspection had taken place on 24th January 2019. This had involved a tremendous amount of preparation prior to the visit, and the day itself was very intense and demanding of information and factual documentation. The visit lasted from 9.00am until 5.45 pm and had been undertaken by a CQC Inspector and a GP inspector.

A presentation had been made to them by Mel and Dr Ainsworth, reinforcing the core areas of:

Safe – Caring – Responsive- Effective – Well led.

The work of the inspectors focussed on “Tell me – Show me – Prove it”, and Mel felt that the practice and all the staff had been able to demonstrate an extremely high standard in all aspects. One of the inspectors held a meeting with some PRG members; they felt they had answered all the questions positively, honestly and in a manner reflecting the efficient and professional way in which the practice operates, and the high patient satisfaction level.

Mel explained that on the day of the inspection, a patient needed hospital care urgently, and as the wait for an ambulance was not practical medically, a taxi had been arranged funded by the practice. This demonstrated the flexibility and the caring nature of the practice and its staff to the inspectors, who saw the actions first hand. Mel had also spoke about the taxi fund in the presentation at the beginning of the day.

All the specific requirements regarding equipment checks, cleaning schedules, etc. had been checked by the inspectors, and all were up to date and in order.

Mel had received verbal feedback from the inspectors at the end of the visit, and they did not offer any recommendations or request any specific actions. The report is awaited, and Mel will inform PRG members of the outcome when this is received.

Members reinforced to Mel that the high standards at the practice are valued and appreciated.

(b) Mel reported that a national "capacity and demand" tool had been received which enabled measurements and comparisons to be undertaken. This was in place and the national aim is for 72 GP appointments per 1000 patients per week. Ashville is currently running at 99 per 1000 patients per week.

The winter is proving to be a very busy period with many suffering from various infections.

(c) Dr. Laura Anderson will join the practice for approximately nine months on March 1st; she is a GP returner who needs to undertake this training in order to take up a post in the future.

(d) Dr. Afzal leaves the practice on 5th February having completed six months GP training.

(e) A new member of administrative staff – Amber- has taken up her post. There are two vacancies which will be advertised and filled in the near future.

4. Patient Survey Results:

Copies of the results had been circulated to members, and showed improvements in all areas. It was accepted that it is never possible to please all the people all the time, and that some words may be misinterpreted in the questions leading to confusion and skewing, particularly at the lower end of the results.

In response to a query, Mel outlined the geographical area covered by the practice, and confirmed that should a patient move elsewhere, they are unable to continue to be a patient at Ashville. This is due to logistical issues such as out of hours, home visits, etc.

5. Flu Vaccinations:

The order for 2019 has already been submitted, and it is expected that supplies will be available in September and early October, so that a clinic can be held at the end of September. They will be given using the same criteria as 2018 with different vaccines being required for those 65 years and over, to those 64 years and under, and those under 18 years.

Mel informed the group that 81.3% of the over 65s had received the flu vaccination in 2018 which is a very high outcome. Under 65s receiving the vaccine was above the CCG average.

The practice is responsible for 16 residential and nursing homes, and obtaining permission for those without mental capacity to make a decision about receiving the vaccinations has presented time consuming problems in past years. In 2018 a letter was hand delivered to each home informing them of a date when a member of the practice would visit to give the vaccinations, along with a "life" consent form for each individual. This would speed up the process in future years, as forms will only be required for new residents. The medicines management team have also asked the practice if they would share their approach with NHS England as best practice. This has been completed.

6. Patient Council:

A report was not available.

7. CQC:

A member wished to reinforce that when members of the PRG met the CQC inspectors, they were asked if the practice acted on suggestions. This was definitely the case, and had been reinforced to the inspectors with appropriate examples.

8. Any Other Business:

(a) The issue of mobile phones in the waiting room was raised; the aim is for patients to be respectful and considerate to other people who may be very unwell.

(b) A member asked if there had been any adverse feedback following the change of late night opening from Monday to Wednesday, especially as training days were held on Wednesday. Mel reported that no such reports had been received.

(c) A member outlined the “Walking for Health” scheme, in which she was participating. They were organised walks in various areas lasting about an hour and the information was well received. Mel would scan and circulate the leaflet. **(This has already been done.)**

9. Date and Time of Next Meeting:

Thursday 25th April, 2019 at 1.00pm - Conference Room at Ashville Medical Practice.