

# City Way Medical Practice

## Minutes of the Patient Participation Group Annual General Meeting held on Monday, 11<sup>th</sup> February 2019

### PRESENT:

Elizabeth Turpin	Chris Amey
Graham M Trice	Pam Jordan
Brian Skinner	Carol Austen
Maggie Sharp	Mark Goldsmith
Vernon Hill	Chandra Tiwari

### STAFF PRESENT:

Dr Tim Colbert

Shubhra Sharma – Assistant manager

	ACTION
<p><b>1. Welcome</b> Graham Trice chaired and welcomed everyone to this Annual General meeting of the City Way PPG.</p> <p><b>2. Attendance record</b> Contact sheet was passed round to ensure details are up to date.</p> <p><b>3. Apologies</b> Received from Jean Wahanchuk and Linda Brailsford. Also from Eric Dadd who wishes to step down from the committee.</p> <p><b>4. Chairman's Items.</b></p> <ul style="list-style-type: none"> <li>• GMT discussed email form Patient Access regarding re-registering. Some had received these emails, others had but 6 months ago. Advised not to worry if all is working ok.</li> <li>• GP surveys time of year – surgery do not send these out – they only received the results.</li> <li>• GMT would like to review the responses to the surveys before the next meeting. Dr C agreed to share the results with us once received.</li> <li>• QCC last visited in 2015 – Dr C advised liked to be another inspection this year.</li> <li>• GMT asked for feedback on anyone calling to make an appointment and how long they were on hold for – varied responses from excellent, improved to waiting 20-30 minutes.</li> </ul> <p><b>5. Approval of Minutes from last meeting and any matters arising.</b></p> <ul style="list-style-type: none"> <li>• Apologies were expressed for the cancellation of the last</li> </ul>	

meeting – but unfortunately this was beyond our control as the surgery needed to cancel. GMT did ask for a cancellation notice to be placed over the poster but unfortunately this was not done. ET did email out but due to some changes of email address not everyone received this.

- ET advised that she had tried to move forward with trying to arrange a coffee morning, but had yet to be able to find a convenient time to meet with Kelly. Shubhra was asked if there was anyone Kelly could delegate this to, but advised best to discuss this directly with Kelly.

ET/KT

#### **6. Election/re-election of Officers**

- Chair Person – Graham M Trice Nominated by VH, seconded by MS
- Vice Chair Person – Vernon Hull Nominated by GMT, seconded by BS
- Secretary – Elizabeth Turpin Nominated by GMT, seconded by VH.

#### **7. Election/re-election of committee members – additional 7**

- Brian Skinner, Chris Amey, Mark Goldsmith, Carol Austen, Maggie Smith, Pam Jordan and Linda Brailsford.

#### **8. News update and items from Practice Manager and GP**

- Nurse Joan retiring after 16 years. Surgery have already recruited in advance (replacement has background in respiratory conditions)
- Phlebotomist left but need to wait for building work to recruit as currently there isn't enough clinical space available.
- Dr Martin retiring at the end of March.
- Clinical pharmacist starting in March – initially for 3 days.
- Long term Locum
- Looking to recruit a GP in August.
- Building work due to be completed by the end of March, which will see 3 new consulting rooms upstairs with a lift. Builders have worked very well causing minimal disruption.
- Prior to Christmas practice held a meeting with 5 other practices in Rochester seeking to work together. Representing around 32,000 patients. CCG did not support the application to work collaboratively with a telephone system. Will be bidding to send tel lines off site.
- Looking to do this as Virgin are looking to buy up many surgeries, especially small ones. Dr C does not believe this would be a good thing for patient service. Surgeries have decided not to sell up to Virgin since this practice started these talks.
- ET raised how difficult it currently is to book a non urgent appointment. Tried several times online, then tried calling in and advised nothing available. Leaves you with no option but to just keep trying.
- Surgery's list is still growing fast – and they are unable to close the books.
- Agreed to move forward with coffee morning and questionnaire. ET agreed to get the new questionnaire finalised and email out

ET

to ask for volunteers.

**9. Any other business**

- CT asked about replacement of glucometer – as two meters gave different readings. SS advised that the CCG decision to distribute new machines and therefore have no control over this. SS asked CT to email her with details and she will take it up with the CCG.
- MS advised that she was sent a reminder letter regarding a vaccination – however she had already had it 3 weeks prior, therefore wasting NHS money on these letters SS advised they do not send out the letters but rather send the company a list of patients that need letters. There is a time delay therefore in the process, hence some patients will have already had their vaccination before they get the letter.
- ET and MG asked about online appointments again and when these went live on the website. Had previously been advised twice a day following previous discussions to improve this service. SS was not aware that appointments do go live twice a day but did think the time had changed from midnight to 7am. However ET was advised by a receptionist that it was midnight.

KT to advise

**10. Date of next meeting**

- The next meeting of the committee is on Monday 13<sup>th</sup> May @ 6:30pm

Signed by Chairman ..... Date .....