

**Wickford Health Centre
Patient Participation Group**

**Monday 5th November 2015 @ 2.30pm
Wickford Health Centre**

In Attendance:

Ray Hilliard (RH) Chair	Jan Hilliard (JH)
IC	JD
Dr J Otim (JO)	Jayne Johns (JJ) Practice Manager and minutes

1. Welcome to new member and introduction

The expected new member withdrew from attending meetings or being part of the group.

2. Apologies

BL, AE, JS

3. Briefing by GP/Staff Member

Wickford Health Centre's Lead GP Dr Josephine Otim (JO) was introduced. JO said she felt it was beneficial for clinical staff to attend the meeting and be seen outside of the consulting room. RH said that from the PPG's point of view it is good to now have three salaried GP's and that the group are here to help the staff with links to the patient and to provide feedback on things that happen with the surgery. JO stated that the staff also welcomes suggestions, feedback and queries from patients. It's always good to know how the patients perceive the surgery and staff and any information, positive or negative is good as it helps build morale and provide a better service.

The group discussed some areas:

Intercoms – quite often these are difficult to hear and JO confirmed that this does happen and she personally will call 2 to 3 times over the intercom system but will go out and call a patient too if it becomes evident they might not have heard. JJ reported that it can be problematic as is the whole telephone system but that she has been speaking to the directors but contractually it may not be possible to make any immediate changes. It was suggested that an electronic board be put into the waiting room to call patients. JJ reiterated that this would also need to be discussed with the directors, which she will do.

Online booking – the group agreed that this is a very good service.

x-rays – there seems to be a delay in getting x-ray results sent from the hospital to the surgery. JJ confirmed that these are sent electronically but it had been highlighted that they did seem to be taking longer to come back. JJ will talk to the x-ray department at BTUH.

Extended opening hours – the group asked JO her thoughts on this. JO reported that she could see the benefits for patients who can't come during the day. However,

it was noted to that a lot of patients might be reluctant to attend at weekends. There was also the need to look at funding and staffing. There is a pilot being undertaken by some Basildon and Billericay practices who won a challenge fund bid to run a 1 year initiative with regard to 7 day GP working but this isn't an enhanced service that has been offered to every GP surgery.

JO left the meeting and RH thanked her on behalf of the group for attending and asked that if she had anything she would like to be brought to the meetings or anything she needed from the group to please let JJ know.

4. Minutes of the meeting held on 7th November 2015

The minutes from the last meeting were accepted as accurate.

5. Update/Briefing on Wickford Health Centre

6. Future of Wickford Health Centre Building (Business Plan/Survey)

JJ confirmed that a business case has been sent to Kerry Harding from the Directors but as yet Kerry has not been able to give it her full attention due to other commitments. Kerry will also chase up the survey that should have been arranged. JJ will include a copy of the business case with the minutes from this meeting for the group to discuss at the next meeting.

7. Feedback on SEMC Locality PPG Meeting held on 14th October

RH confirmed that he had attended this meeting and will send JJ the minutes when receives them to disseminate to the group.

8. Feedback on Patient Engagement Event held on 15th October

RH/JH attended this event that was arranged by the Clinical Commissioning Group (CCG). They reported that there were quite a few presentations some of which they found were long winded and others were very interesting. Presentations included one on emotional wellbeing and the NHS services involved with young people and a talk on the Care Act. Also, St Luke's Hospital gave a presentation focusing on how the hospice is run and how they look after and support patients and their relatives. The final discussion they attended was about 7 day GP working and how there is a pilot scheme currently being undertaken for this area.

RH/JH also reported that they had a very interesting chat with Ron Capes who is a Governor at Basildon Hospital. Mr Capes told them about how the hospital is now out of the special measures put on them by the Care Quality Commission (CQC) as it has improved but there are still some hospitals that are still in special measures. Mr Capes would be interested in coming to the next meeting and RH will arrange this with him.

9. PPG Members / Staff Photographs

JJ reported that the admin staff felt that they did not need their photos displayed as they are seen every day and patients are familiar with who they are. With regard to other staff members, JJ will be updating the website over the next couple of months and will look to put photos on there and if there were no objections the photos of the PPG members could also be included as JJ will also be uploading the PPG meeting minutes.

10. Date of next meeting

Following discussion with regard to the duration of the meeting, which is currently scheduled for one hour, it was agreed that future meetings will be allocated 1 ½ to 2 hours in length. This takes into consideration discussion with other staff members invited to the meetings. The next meeting will take place at 2.30 pm on Thursday 7th January.

11. Any other business

JJ will ensure that all staff members have access to the PPG minutes.