

NORTH COLCHESTER HEALTHCARE CENTRE
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 2nd March 2017

Attendees: Matt Farrell, Yaa Dankwa Ampadu-Sackey, Leila Priscott, Kathleen Cini and Nick Chenery

Absent with apologies: Michelle Futter, Frances Macrae and Christine Chaplin

Chair: Yaa Dankwa Ampadu-Sackey

Minutes: Yaa Dankwa Ampadu-Sackey

Agenda Item	Notes	Owner	Action / Update
1.0	Welcome and Introductions: The Chair welcomed everyone to the meeting.	PPG	All to note
2.0	Update from the Centre: KC reported that a new administrator has been employed and she will be working alongside Dr Dukkipatti the prescribing lead to solve all issues regarding prescriptions. These include annual medicine review, patients who are on medication under the shared care of the hospital, as well as working out with GP's to sort out clinical reviews and medication review so that both are synchronised. She explained that practically this includes synchronising blood tests with medication review. KC reported that NCHC operates zero tolerance and as a	KC	All to note

	<p>result two patients have been taken off the surgery's list for non-compliance with that policy.</p> <p>KC reported that she had a lot of complaints about reception staff. As a result she has taken a look at all complaints received since 2015. It became apparent that the complaints since 2016 have reduced to 0.02%. However most of these complaints are from the users of the WIC. She explained that irrespective of the service that the patients used, once a complaint is made and a staff member's name is mentioned the individual involved is personally spoken to and the is given a copy of the complaint because it goes towards their personal development & appraisals.</p> <p>All members were surprised that anyone would complain about the reception staff because all the experiences across the room were positive.</p> <p>KC reported that since January 2017 she has increased access following the access audit review and now the GP surgery can accommodate access for upto 8000 patients. She added that with the current structure she has set up it is more likely that locum GP's will serve WIC patients. This will allow for continuity of care for the registered patients at the surgery.</p> <p>The CQC inspection is still impending and members unanimously agreed that they are happy to assist in any way that would be required if needed. She said all staff members are anxious about the inspection and have the mind set to work hard to achieve an outstanding result. MF advised KC to relook at the results of the GP survey. He advised that it would be better for KC to revisit the survey and to look at areas where the surgery was compliant and take actions to improve on what is currently being done.</p>		
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	<p>KC confirmed this is already be done however in some of the areas the solution is not within her control. For example she hardly able to grant requests about seeing doctors of choice rather that doctors that are available.</p> <p>KC announced that she is planning on an open day to involve Essex Careers, Learning Disability Patients and Cancer Research. She said the PPG could be involved and use the day as a recruitment opportunity. Members agreed and were very keen to be informed of the date once that had been scheduled.</p> <p>KC announced that she has now allocated a GP to each chronic disease area. She added that at the moment the focus is on diabetic patients. The aim is to organise quarterly workshops, blood tests, and to offer patients tips on looking after their health.</p> <p>Sadly KC announced to members that Diane Smith is leaving NCHC. All members were very sad about this and asked KC if there was anything at all that could be done to make her stay. YDAS asked specifically if KC could take some responsibilities off her but KC informed us that the decision had been made and nothing could be done to make her stay.</p>		
3.0	<p>Minutes of the last meeting: The full minutes of last meeting held on 31st January 2017 was approved in its entirety.</p>	PPG	All to note
4.0	<p>PPG Outreach In FM's absence the report on the outreach was delivered by LP and MF. LP reported that the outreaches held to support the Urgent Care Review ("UCR") was a great success. MF</p>	LP/MF	All to note

	<p>explained further at the end of the outreach we had managed to get patients to complete a total of 160 UCR questionnaire. These were hand delivered to the CCG. He added that this does not include a number of forms which patients took and promised to complete at home.</p> <p>Both observed that a lot of the users at the WIC were not residents of Colchester. YDAS added that most of the patients she spoke to were from Brightlingsea, Chelmsford, Mersea Island, and Braintree. MF added that in addition to encouraging patients to complete the questionnaire he was also actively encouraging patients to leave feedback of the experience at the WIC on NHS Choices. He made mention of the fact that he took a few patients to the PPG's notice board and helped them to scan the barcode for NHS Choices on their mobile phones.</p> <p>YDAS thanked all members for their hard work and support during these outreaches. Special mention was made of Frances Macrae who worked very hard during these outreaches.</p>		
5.0	<p>Attendance at CCG Public Events:</p> <p>MF reported to the group on his attendance that CCG's public event as part of the UCR. He explained that among the issues discussed it became apparent that the CCG will as from next year be commissioning the contract for the GP surgery at the WIC. Again it was mentioned that irrespective of the outcome of the UCR, the GP surgery will not be affected.</p> <p>KC expressed her concern that about 60% of patients to the WIC present conditions that cannot be classified as minor illness and therefore was interested to find out what would</p>	MF	All to Note

	<p>happen to all such patients should the WIC close. She added that she found out at a meeting she attended that A&E is streaming on an average 6 patients a week back into primary care and her concern was that this figure is not representative to conclude that ultimately closing the WIC is beneficial to patients and that it would not put pressure on A&E</p>		
<p>6.0 6.1</p>	<p>PPG procedural:- <u>Drive for Membership:</u> YDAS announced that she has contacted the Gazette and the Myland Newsletter to publish the existence of the PPG and its drive for membership.</p> <p>KC advised that she has details of an editor at the Gazette and she will pass that to Yaa so that she can follow up and ensure that the publication is done.</p>	<p>YDAS</p>	<p>All to note</p>
<p>6.2</p>	<p>MF reminded YDAS to request for pictures and biographies from all new members.</p> <p><u>Attendance at the health forum and other event:</u> YDAS informed members of her attendance at the Health Forum on 22nd February and discussed briefly all the issues that were discussed at the meeting. In addition she briefed members on her attendance at the CCG Board Meeting and the PPG Liaison meeting.</p> <p>On the issue of GP hubs or Super GP's both MF and LP expressed their concern about how effective that would be considering that at the moments patients notes are not shared between services.</p>	<p>YDAS</p> <p>YDAS</p>	<p>YDAS</p> <p>All to note</p>

7.0	<p>AOB and Next Meeting: <u>AOB:</u> YDAS informed KC that CC had asked to find out if they was way that patients could be informed that they should attend appointments accompanied by a relative if it absolutely necessary. CC had observed that a lot of patients come to the Healthcare Centre accompanied by several relatives and at busy times this puts pressure on the number of seats available. KC responded that she had also observed the same problem but as it stands there is nothing that the management can do about it.</p> <p>Secondly CC wanted to know whether the GP Surgery was till registering patients. KC answered in the affirmative.</p> <p>YDAS reminded KC that she will send her the Terms of Reference and the Confidentiality Statements so they can be made available for the new members.</p> <p>KC asked about the Newsletter and MF mentioned that he will liaise with her to have this completed and hopefully published by the next meeting.</p> <p>MF asked about progress on the pop stand and KC reported that she will immediately get started on that and have it made. YDAS added she would send the changes which was discussed at the last meeting to KC.</p> <p>KC informed members that it appears that there are two NHS Choices website for the WIC. One which is properly identified as the NCHC is monitored by KC however the other incorrectly identified as the Colchester Walk-in Centre</p>	<p>PPG</p> <p>YDAS</p> <p>KC</p> <p>KC</p> <p>KC</p>	<p>All to note</p> <p>YDAS and KC</p> <p>MF and KC</p> <p>KC</p> <p>KC</p>
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	<p>is not monitored by KC. She mentioned that all efforts to contact NHS Choices to have the feedback transferred to the appropriate service has failed but she will continue to persevere.</p> <p>MF mentioned again that he is prepared to offer a TV monitor to the surgery. YDAS mentioned that she found that the TV at the waiting area for the Dialysis patients was purchased by the patient group. KC mentioned that she will revisit the issue with her manager and feedback.</p> <p>NC asked if we would require TV license but MF said we didn't because we could put the information on a USB. KC added that the building must have a TV license registered to it if the TV at the Dialysis waiting area shows TV programs.</p> <p>KC informed members that there will be some construction work going on upstairs as it prepares to house CHUFT and other Minor Injury Services. She assured members that there should be disruptions to the NCHC. She also done some changes to the room allocations and has now put the staff room behind the reception area and the current staff room would be used as an addition room for consultation. Additionally she has asked the OOH to use their consulting room during the day when the need arise.</p> <p>On the question of an update on the notice board, MF mentioned it needs refreshing. NC mentioned he had completed the task on the Notice Board.</p> <p>MF got members to sign a card and added a little present for Dr Langendijk to congratulate him on the birth of his son.</p>	<p>KC</p>	<p>KC</p>
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	<p>Next Meeting: KC mentioned that in relation the CQC inspection there is a possibility that we may have an adhoc meeting but she will inform us as soon as this becomes necessary.</p> <p>Thursday 4th May 2017, 7pm at NCHC.</p>	<p>PPG</p>	<p>All to Note</p>
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