MINUTES OF MEETING OF THE PATIENT PARTICIPATION GROUP AT SPINNEY BROOK MEDICAL CENTRE ON 22ND JANUARY 2014 AT 6PM

ATTENDEES; PK (Chairman), AFC (Practice Manager), Dr D Mitchell (until 6 30pm, left to take surgery appointments), BN, PKn, AF, IS, JC, GL

APOLOGIES; DM (Community Development Officer)

MINUTES OF MEETING 11TH December 2013

The minutes of the meeting were accepted as a true record of the proceedings.

MATTERS ARISING;

AFC referred to the agreement to invite a member from another PPG to give a talk. She said that this had been deferred in order to allow the group to discuss the outcome of the recent Care Quality Commission inspection.

Regarding attracting younger people to join the group, AFC reported having spoken to Surestart, who have some younger mums joining who may be interested in this group. PK said that he had raised the issue at Huxlow School and was awaiting feedback. PK also said that the school was interested in having a talk on smoking cessation for the students. AFC agreed to investigate the possibility of a visit by the practice nurses, or the area team.

AGENDA ITEMS;

I) TERMS OF REFERENCE

PK said that these set out what we are going to do, and were fairly standard. There were no comments or questions from the group, and the group unanimously agreed to adopt the document circulated as the Terms of Reference.

2) FEEDBACK FROM CARE QUALITY COMMISSION INSPECTION (AFC)

AFC said that notification of the inspection had been received on 24th December, with the inspection taking place on 31st December, effectively with just 2 working days’ notice. The Inspector spoke to patients and two members of this group, PK and GL. The inspection covered every aspect of the practice work and procedures, and included both Spinney Brook and the Woodford branch surgeries. The Inspector gave feedback at the end of the day, when he gave an “All Satisfactory” outcome. He did however identify a problem at Woodford with the standard of cleanliness and infection control. AFC explained that the practice was already aware of this and was able to produce evidence to the Inspector that a new cleaning contract was due to start and a deep clean had been arranged. The draft inspection report was amended when AFC successfully challenged a statement regarding infection control policy. The Inspector will return before the end of March to ensure recommendations have been acted on, thereafter inspections will be carried out every two years. AFC said that she was pleased with the overall feedback received, and the group congratulated her and the practice on an excellent result achieved at such short notice. PK noted that the Care Quality Commission inspections procedure is changing and in future specialist teams will be used.

3) PATIENT SURVEY

Terms of Reference for the group identify a core objective to “Establish dialogue between patients and the Practice to promote patient involvement and engagement in the Practice.” To achieve this, an annual patient survey has been carried out in 2012 and 2013 and a survey is now needed for 2014. In response to previous surveys, changes had been made to the answerphone message and relaying test results to patients. Online services and evening appointments had also been introduced.

It was noted that survey results could be compared if the questions were similar to those asked in previous surveys. AFC said that with the new systems in place at the surgery, it may be possible to contact patients via mobile phone with text reminders of appointments, and perhaps following tests, GP review of results. The survey may also ask patients if they would like a comments/suggestions box in the surgery, and if there was a need for other services at the practice.

Other suggestions for contact with patients included a newsletter, which could be placed in the Outlook parish magazine and the In Your Vicinity publication, although there may be a charge for this. AFC agreed to prepare an article for insertion in the Nene Valley News, which BN offered to facilitate.

ANY OTHER BUSINESS

Smoking cessation for schools, AFC to speak to practice nurse, also possibly speak to county leads to contact the schools.

DATE OF NEXT MEETING

Monday 6th March 2014 6pm at the Medical Centre.

*PPGmins 22 Jan 14*