

Clinical Meeting Minutes
PPG Meeting

Date / Time	Tuesday 21 November 2017 at 12noon	
Venue	Thurrock Health Centre (THC)	
Attendees	JJ (THC Practice Manager)	SG (THC Admin Manager)
	JC (THC Admin Team Leader)	AMF (PPG Member)
	JW (PPG Member)	PM (PPG Member)
Apologies	LB (PPG Chair), LS (PPG Member)	SC (PPG Member)
		Action
Welcome/Introductions		
Previous Minutes		
<p>JJ went through the previous minutes. The current contract with Herts Urgent Care will end on 31.03.18. The contract has gone out to tender and we do not know who has tendered. We have been informed that we will find out who the successful bidder will be in December.</p> <p>We are continuing to provide the best service and accommodate patients. JJ will also enquire about securing some more clinicians.</p> <p>Our current list size as of 17.03.17 – 8,712 21.11.17 – 10,118</p> <p>JJ has put a business case to HUC to discuss with NHS England about extra clinical cover. JJ is looking for at least an extra GP session, more ANP and Practice Nurse appointments.</p> <p>APMS contract that Thurrock Health Centre is under does not allow us to close our books therefore we have to keep registering new patients. However, GMS contracts can ask permission form NHS England if they can work with them for temporary closure. We are working closely with Herts Urgent Care.</p> <p>JJ explained that the team have worked very closely and have all stuck together even with the influx of new patients registering and abuse from patients. We will continue to do our best.</p>		
New Confidentiality Forms		
PPG members present were asked to complete and sign the new confidentiality forms		
Moving Forward		
<p>Previously JJ has spoken about Terms of Reference for the group, these will be sent out to the group. We are also looking at ways of advertising for new members for our PGPG. We have a contractual requirement to have a PPG and we have had one for the last five years. We are looking to the PPG to take ownership of the group and have dedicated roles. We are also looking to do an AGM. We ask for ideas We will discuss this again at the next PPG.</p> <p>JJ</p> <p>JW shared the PPG network and ideas for group promotion JJ will look to add PPG invites to NHS Choices replies</p>		

<p>PPG meetings have been at midday but this is not always convenient for the group – the group can look at changing the dates/times etc</p>	
<p>Patient Survey The 2017 survey was delayed as there was a problem with IT and getting online to retrieve the results. All responses have now been completed, collated and published online.</p> <p>Weekend Survey JJ had put in a request for closure of Sundays and longer hours open on Saturdays. The Contract manager at NHSE has said no at the moment due to the current changes. There may be scope for the new providers.</p> <p>Emergency slots We still have two emergency slots on Saturdays and Sundays which are bookable on the day</p> <p>Practice Nurse Online Appointments JW asked about Practice Nurse appointments being made available online. JJ explained that currently this is not feasible because of the need to book specific nurse clinic appointments of which have different time lengths.</p> <p>JJ is looking at putting more online appointments on the system. JJ is also looking at booking in some more telephone triage appointments with the GP within the first hour.</p> <p>NHS111 Patients are being referred to us inappropriately. Patients being told to speak to a Primary Care3 Team within 2hours/6hours etc and we are trying to manage these appointments; we have created a couple of NHS111 telephone triage calls throughout the daily rota's.</p> <p>Email from PPG Member JJ acknowledged the email received from PPG member SC. Points raised; Impossible to book an appointment on the day or in the future, staff advising to ring at 8am the next day.</p> <p>PM had also witnessed the difficulty at getting an appointment and that patients need to be given alternatives. JC explained that we had carried out role play at our last admin meeting so we make sure we are offering alternative solutions when we are fully booked. SG will reiterate to admin staff that we do not just say no and to give reasons to patients and explain further.</p> <p>SC has asked about choice of GP and if a GP wants to follow up the patient the GP can re book the appointment themselves. The Clinician can also speak to reception and request them to book the follow up. Chronic conditions and Acute exacerbations should be on the day appointments as well.</p>	
<p>AOB Nurses JW asked about when nurses ring in sick – We look to reschedule patients wherever possible first. We currently have three Practice Nurses and two Health Care Assistants.</p>	

Clinics Running Late

PM mentioned that when the Clinicians are running late – to let the patients know. SG will re-iterate to the admin staff to update the patients when a clinician is running late. JJ said staff should be apologizing to patients for having kept them.

On the day appointments auto open at 8am in the mornings, we encourage online and try to discourage patients queuing outside the surgery at 8am. Staff has been told not to encourage the queuing.

PPG Advertising

JW suggested if patients want to know what goes on to join the PPG.

Advertise more on the website. PM did not know what our website address was.

JW offered to run a Facebook page. JJ and SG will discuss this. JJ asked JW to gather more information. To look to put PPG info on newsletter.

Next Meeting

Tuesday 20 February 2018 at 12 noon (**update** – was cancelled due to only one member being available)

Rescheduled for Tuesday 15th May 2018 at 12 noon