

## **Minutes of the Patient Participation Group (PPG) held at Lavant Road Surgery (LRS) on 5 December 2017 at 3.30pm**

**Present:** Judi Chaddock (Chair); Annie Weber; Robert Bijster; Eileen Pankhurst; Fiona Dobbs; Jonathan Lamb; Madeleine Keene; Helen Morris.

**In Attendance:** Tiffany Boulton.

**1. Apologies:** Caroline Matthews; Gillian Berry; Rosemary Hebblewaithe.

**2. Minutes of the Last Meeting:** These were agreed as a correct record.

**3. Matters Arising:** None other than is on the Agenda.

### **4. Debrief from Focus Evening:**

It was agreed that the speakers, Nick Carter and Sylvia May, were both excellent. One member has followed up with Sylvia and is pleased with the results. However, members felt that there was a disappointing turnout from members of the public and LRS. No GP was in attendance. Other possible causes include the fact that the topic is difficult to address with people who need to lose weight being in denial. Publicity was thought to be satisfactory; although Sylvia advised caution using fliers saying that her experience had been poor. The Chair thanked everyone for their hard work over the event. It was decided that Focus Evenings should continue. The Chair suggested that members consider possible topics and the matter will be reconsidered at a later meeting. **Action:** All

### **5. Update from the LCN Meeting at Tangmere Health Centre:**

Fiona, Robert and Judi attended this meeting in November at Tangmere Health Centre. This was organised by Coastal West Sussex Clinical Commissioning Group and consisted of two presentations. Fiona explained that representatives from various practices had attended, including representatives from Southbourne Health Centre PPG and Parklands Surgery which does not yet have a PPG.

Robert feels that the proposed system will not work and will need a professional worker full time to coordinate it. Fiona also said that it was proposed that a standard questionnaire is needed to find out patients' wishes. The next Meeting will be held in January which will be attended. **Action:** Fiona/Robert/ Judi.

### **6. Feedback from PPG event:**

The Chair reported on the recent twice yearly event which she had attended. Only she and the Chair from Southbourne PPG were from the Chichester area. The same presentations were given to the Meeting as at the LCN Meeting plus another by the King's Fund on the NHS which demonstrated its complexity. Other matters included feedback that the Coastal West Sussex Clinical Commissioning Group is still in Special Measures. The Group's Priorities are the Frail and Elderly; Prevention; Urgent Care and LCNs. Comments from Chairs included the feeding back the fact that more GPs and support staff are needed and that the waiting time to see a GP is getting longer. .

### **7. Named GP Policy for Older Patients:**

Madeleine referred to a Policy which was introduced in 2014 to improve the quality of care for the elderly over 75. She said that it was difficult to obtain an appointment with a named GP. She had had to wait six and a half weeks for an appointment with a specific GP which she considered to be unacceptable. A friend of hers who is diabetic was in a similar position and had missed her diabetic review. Tiffany advised that every patient in the practice has a named GP, not just the over 75's. Whilst Lavant Road Surgery promotes continuity of care it appreciates that sometimes patients may have to see another GP here in the practice, for instance if there is a long wait time for appointments. This is in line with the GP contract where the named GP does not have to be the only GP to provide care for the patient. This works both ways and patients are also able to choose to see an alternative to their named GP.

### **8. Update from LRS:**

Dr Frances Copeland will be going on a period of Maternity Leave in March.

The practice has recently experienced a high turnover of Receptionists in the last two years since losing two senior members of the team to retirement. Tiffany advised that the role of the medical receptionist has drastically changed over the years and is now a highly demanding and sometimes very stressful role which maybe sometimes isn't fully appreciated. The practice is looking to change the name for the Receptionist role as it currently does not identify the full remit of what is now expected of the members of staff. The title "Care Navigator" in line with hospital staff has been suggested but yet to be confirmed. Lesley and Tiffany had met with Gillian Keegan, the new MP for Chichester, and discussed routine matters and are hoping to meet with her again in the New Year.

### **9. Any Other Business:**

1. Budget: The Treasurer reported that the budget stands at £1,925.60p.
2. Robert Bijster proposed that the Chair be reimbursed for mileage expenses for attending meetings in connection with the work of the PPG which she had been attending at her own expense. This was seconded by Madeleine. It was agreed that the rate would be 45p per mile on receipt of a mileage claim.
3. Eileen Pankhurst announced that she would be resigning from the PPG. The Chair thanked Eileen on behalf of the PPG for all her work.

### **10. Date of the Next Meeting:**

The next Meeting will be held on Tuesday 13 February 2018 at 3.30pm.

The Meeting closed at 4.50pm.