

Burbage Surgery PPG meeting March 5 2019 at Wolvey Surgery

Present: Mike Hudson, (vice-chairman), Paul Stewart (secretary), Wendy Shaw (practice manager), Yhona Adcock, Pat Hydon, Tony Sheldon and Stephen Smith-Phelps.

Apologies: Dr Phil Thomason, John Moore (chairman), Phil Adams, Pam Adams, Carol Davies, Babita Joshi.

MINUTES: The minutes of the February meeting were accepted as a true record.

- a) **Charity meal:** Members unanimously agreed that the charity meal was a huge success, raising a total profit of £505.10 (£260.10 from the meal charge; £245 from the raffle). The committee thanked Tony who organised the event and Giles (Mike's son) for his help with the raffle on the night.
- b) **Surgery improvement update:** Wendy said the footings were now in after piling work had taken longer than originally planned. Work was four weeks behind schedule but the contractors were confident that this could be made up. **Pharmacy** - The pharmacy wanted a bigger area within the premises, and plans for that are in the pipeline. **Parking** - Wendy said some people were not being considerate in the way they parked their vehicles when visiting the surgery. The contractors policed the parking when they could but were not always able to do so. Wendy said parking restrictions would take a long time to introduce, and she has asked the police to provide No Waiting cones. But that would also take time to be considered. Appeals for people to park more considerately will be included in the next edition of Surgery News in the Local Rock which would also feature an update on building work from the contractors. The contractors have also offered to produce regular updates which will be published on the surgery website.
- c) **Phone system:** Wendy said the shortlist had been narrowed to two systems, with the practice leaning to one from Switchmedical which offered great flexibility. They were now waiting for references before making the decision. The system could integrate with Patient Partner. This includes many features to improve the experience of patients, including allowing them to book, cancel, check or change appointments at any time on every day of the year through their phone. Wendy said that the chosen phone system linked with Patient Partner would hopefully provide a whole solution. Mike will attend a demonstration of Patient Partner at the surgery on Monday (March 12).
**The chairman attended a meeting on February 13 with doctors and practice staff when a new phone provider was being discussed.
He referred to problems with the existing system which he said was extremely frustrating for patients and the practice health professionals and staff. He said: "We need a system which serves patients better, doesn't keep dropping calls and has more capacity,"
- d) **Cancer support:** The suggestion has already been put to our GPs, and the Locality PPG is now considering taking up the idea. Our representatives at the Locality meeting when it is discussed will report back. (The background to the idea was reported in the Burbage PPG December 2018 minutes).

WEST LEICESTERSHIRE CCG: No correspondence has been received. Mike said they had still not received minutes of the most recent PPG network meeting, despite requests. The secretary to email to ask when they will be available.

LOCALITY MEETING: Mike presented the report (already circulated) of the meeting which he and Paul attended on February 14. Stephen commented on the proposed campaign aimed at reducing the amount of prescription drugs which were wasted. He thought the draft poster (attached) was a good way of helping to publicise the campaign, and pointed out that more material was available on the NHS website. Mike and Paul will also attend a meeting of the Locality Group on March 21 at which members will be updated on the £8 million health investment plans for the Hinckley area.

NAPP: The latest edition of the ebulletin was circulated.

ACCOUNTS:

a) The balance is the same as last month - £1,909.86, with the £504.10 profit from the meal at Rossini's now to be added.

CORRESPONDENCE: None

ANY OTHER BUSINESS:

- a) Tony referred to inappropriate language used in a comment made via Facebook. The surgery is planning to include a statement in the next newsletter that will let patients know staff are aware of what has been posted, and reminding patients that there is a process in place for reporting concerns etc. via the surgery rather than social media.
- b) Stephen said the moving noticeboard in Burbage Surgery waiting room was showing out-of-date details of the number of patients who failed to attend appointments. He asked for the information to be regularly updated, which Wendy said would be done.
- c) Yhona asked if the surgery improvement work would give patients more privacy when they spoke at the reception desk. Wendy said the desk would be further away from the seated area that patients would use while they waited to see their clinician.
- d) Members fully backed a suggestion by Wendy for copies of the PPG minutes to be published on the surgery website page.
- e) Mike said he had mentioned to Dr Thomason his disappointment that no clinicians or practice staff other than Wendy had attended the recent charity meal at Rossini's restaurant in Hinckley. He said: "It would have been nice for them to have seen how supportive their patients were." Mike also said that most people attending were from the Wolvey area.

NEXT MEETING

and ANNUAL MEETING: Both will be on April 2 at Wolvey Surgery because of building work at Burbage. The annual meeting will start at 6pm, with the monthly meeting following immediately afterwards. Posters advertising the annual meeting will be displayed in Burbage and Wolvey surgeries.

The meeting closed at 7.07pm