

Notes of Patient Panel Meeting

Wednesday 8th June 2016

Present : Ian Davies, Alf Potts, Jean Smith, Jennifer Allen, Joyce Bainbridge, Stuart Miller

Apologies : Lynn Holman, Raymond Davison, & Kelly Wilson, PPG Project Co-ordinator, Healthwatch

Notes of last meeting : agreed

Matters Arising :

Extended hours have now been moved from Wednesday evening to 7.30am – 8am Tuesday – Friday each week. This move followed results from our in-house patient survey which showed more patients would prefer early morning surgeries and also difficulty in re-providing evening surgeries following holidays/sickness. The early morning starts are proving successful and we haven't received any complaints regarding the change from evenings. SCCG were informed of this decision.

Staffing

Sadly Sue Colden, Nurse Practitioner is leaving us and her last working day is Friday 18th June. Sue is leaving us purely because she has managed to get a very similar post very close to her home in Cramlington. We wish her the very best of luck.

We have advertised for a new Nurse Practitioner and representatives of our patient panel will be invited to join the interview panel. Anne will keep the group informed.

Friends and Family Test

The overall results of our F&F Test for 2015-16 were circulated and also the results for April and May. The group were extremely pleased with the results and very positive comments which are attached. **Enc**

Complaints

Anne circulated a copy of our written complaints log from Apr 15 – Mar 16. This showed we had 4 written complaints and categorised in the following areas :

| | |
|------------------------|---|
| Clinical | 2 |
| General practice Admin | 2 |

One clinical complaint was upheld by the practice as it was agreed the matter could have been handled differently. Training issues were identified which have now been addressed. Copy attached. **Enc**

Significant Events

Anne circulated a copy of our significant events log from Apr 15 – Mar 16 and categorised in the following areas :

| | |
|------------------------|---|
| Medication | 4 |
| Security | 1 |
| Violence & Aggression | 1 |
| Clinical documentation | 1 |
| Implementation of Care | 1 |

The implementation of Clinical Care involved a locum GP as concerns were highlighted around care given. This was reported to the Locum Agency and relevant contract lead in the provider management team also made aware.

Building

The lease is due to be renewed October 17, however we have received a request from GP Surveyors, initiated by the landlord, who are requesting a substantial increase in the monthly rent i.e £1,190. The partners have instructed another valuer to provide a current market rent valuation and current purchase price, as one option is to buy the building unless more suitable premises can be found. Anne will keep the group informed.

Future Meetings

The group will need to decide on a more suitable day / time to meet as the practice now closes at 6pm on a Wednesday evening. Our evening meetings will continue until end of September but from November they will be held at an earlier however this can be discussed at our next meeting.

Date and Time of Next Meeting

Wednesday 27th July 2016 at 5.45pm. Kelly Wilson, Healthwatch, has been invited to attend.