# William Fisher Medical Centre PPG

# Meeting Minutes

11th May 2016 following the AGM

**In Attendance: Apologies:**

Lynne Pettegree-Blake, Chairman Val Stevens

Philip Davies, Vice Chairman Michelle Plummer

Mary Davies Rebecca Plummer

John Lynch Babs Owers

Mary Dover

Debbie Morley

Dr Morrison

1. WELCOME TO MEMBERS

Lynn opened the meeting and welcomed all members and thanked them for attending.

2. APOLOGISE FOR ABSENCE

Apologies for absence were received from various members and these were recorded.

3. APPROVAL OF PPG MINUTES FROM 2nd MAY MEETING

Minutes from the last meeting were approved and signed. All necessary amendments had been made and changed.

4. TREASURERS REPORT

The current Treasurer gave a report of the finances of the Group.

Following the donation to the surgery of £300 towards the Doppler, the PPG bank account balance currently stands at £87.10

5. LIST SIZE/HOUSING DEVELOPMENT

Debbie reported that there had been a steady but slow increase in the practice list size since the last meeting. The surgery has given out many more ‘new patient packs’ than have been returned, but the surgery is finding that many people leave registering until they actually need to see a doctor. This could mean that there are still a significant number of people that will register. Also, the new development is not yet complete; the last stage of building is currently underway.

Phil asked that we keep an eye out on the Barley Meadows development and record when the last property is occupied as NHS England then have 10 years from that point to access the development money currently lodged with the council.

There was then a discussion about other housing developments currently in the pipeline or up for review. The practice is already aware of the Theedhams Farm proposal which includes provision for a new Health Centre. However, it was unaware of any other proposals, a number of which were known about to members of the committee. Phil agreed to do some research to find out what is currently being proposed.

6. WAITING TIMES

Debbie was asked about the impact the increased list size and the fact that Zoe the nurse practitioner was leaving was having and likely to have on waiting times for appointments and what the waiting times were currently.

Debbie explained that the surgery constantly monitors appointment waiting times and when possible, if they feel it has become too long they endeavor to put on extra clinics. Usually they find that when all the doctors are available (not on annual leave) the availability is fairly good with a waiting time of around a week or less. However, as soon as a doctor is away on leave this wait time increases only to then slowly recover when they come back. The surgery tries to reduce the impact of the doctors annual leave by employing Dr Southey as a locum GP. The surgery is now also looking into use of other locum doctors to ensure that it can find cover when it needs it.

With regard to Zoe leaving, the surgery has been advertising for a replacement but to date this has not attracted a single applicant.

Debbie reported that before they knew that Zoe was leaving, the surgery was fortunate enough to recruit a new nurse prescriber. She will be joining the surgery part time just as Zoe leaves and will be able to take over much of the work that Zoe currently undertakes. It was hoped that this new member of staff would increase availability but with Zoe leaving, any gain has been lost. The surgery continues to advertise for a replacement and will closely monitor the appointment situation.

Phil asked about the way waiting times were monitored or recorded. Debbie said that this was not recorded, just monitored by regularly reviewing the appointments. Debbie agreed to look into recording this more formerly using available tools.

7. UPDATE ON ACTION PLAN & AND PLAN FOR THIS YEAR

The Action Plan was reviewed at the last meeting as below:

1. Paramedic and ambulance response times.  
   Since the last update there had been a further request for information under the FOI. Following this, two representatives from Essex Ambulance Trust attended our last meeting on 2nd December 2015 and gave an update as to the changes that had happened since our last meeting and any improvements that had been made.

Since the last meeting the Burnham on Crouch ambulance facility is now manned 24/7. The Trust has also ring fenced the ambulances allocated to the Dengie area so they do not get redeployed to other areas. Overall response times have improved. Training on new Paramedics was due to be completed early in the New Year after which time the Trust should be up to its full complement of staff

The average response time in the Dengie area is now 10 minutes and the practice reported that they had noticed an improvement.

ACTION: To send another request for information under FOI to the E of E Ambulance Service, for review and discussion at the next meeting

1. Virtual Participation Group  
   The current PPG membership is 273 patients and is slowly rising. As per the Action Plan, Phil, on behalf of the PPG, has recently created a PPG website and links to this are to be included on the surgery website and promoted through the surgery newsletter and PPG noticeboard.

As they have done in previous years, the PPG committee is looking to have another PPG awareness week where they aim to raise awareness of the PPG, promote membership and fundraise for the surgery. Date to be agreed later in meeting.

**ACTION:** Debbie to add link to surgery website and place notice on notice board

1. Planned Development and patient concerns  
   At the AGM it was agreed that a meeting would be arranged with the local MP John Whittingdale to discuss concerns as to the impact that any further development in the area will have on the surgery. However due to the local and General Election this was postponed.

Since then, the propose development to the east of the village which had been refused went to appeal and was turned down. The Theedhams Farm development to the west of the village is due for appeal in the next couple of months.

The Theedhams Farm development has included as part of its plan to provide space for a new Medical Centre. These plans have been revised from the original proposal and it looks as if this appeal is granted then the site for the new Centre will be approved with the agreement of NHS England. Should this go ahead, time scales quoted are in the region of 2 years for a new building

During the past year patient numbers have risen by just over 100 and are still rising. In order to cope with these new patients the surgery is looking to take on an additional part time member of staff

1. Friends and Family Feedback  
   There were two points on the Action Plan that had arisen out of comments left on the FFT forms. These were single comments and they were not repeated by other patients who filled in the forms.

Debbie has been monitoring the FFT responses on a monthly basis and reporting them to NHS England and posting them on the surgery website. There have been no further negative responses.

It was decided that this year’s Action Plan would continue on from the work done previously. The three points agreed for this year’s plan were:

* Ongoing review of the Ambulance response times
* Monitoring of proposed housing developments to ensure this does not impact on the surgery
* Recruitment of more members for the PPG for both committee and virtual members and consolidation of the committee so more people attend the meetings.

8. FOI request to East of England Ambulance

Phil prepared a FOI request to the ambulance service regarding their performance for the Dengie area. The letter was agreed by the Chairman and sent off.

It is hoped that we will get the response well before the next meeting so a decision can be made as to whether we ask them to attend the next meeting or not.

9. SYSTMONE ONLINE ACCESS

At present the surgery only offers access to ‘coded patient records’. This is the only mandatory requirement although access to full records is available. The surgery has looked at offering full access but has decided at this time that there are too many potential problems and they would rather wait and see what happens before taking the plunge.

10. PPG AWARENESS WEEK

Awareness week runs from 6th–10th June. The PPG will be manning a stall in reception during this week to promote PPG membership and raise funds.

* Phil will organize the red screens that we had last year with a display in the reception area
* Phil and Mary will organize the raffle – they have kindly agreed to donate a hamper. Lynne has also offered a number of raffle prizes. All other donations gratefully received. Please pass on to Phil
* Phil has drawn up a roster for manning the stall every morning, preferably with at least two people. He will circulate for people to fill in.

11. ANY OTHER BUSINESS

* Debbie mentioned that she had been asked about putting to the PPG the possibility of them raising funds for new chairs for the waiting room. Many of the current chairs are very grubby and are difficult to clean. Also some of the elderly patients had complained that they had difficulty getting up from the chairs as they were too low.

A suggestion was made about the possibility of covering the present chairs and also raising them up using blocks.

* New consulting room – Debbie reported that in order to try and address some of the issues with lack of space, the surgery is converting the upstairs waiting area into an office and the current office into another consulting room. Alterations are currently underway and it is hoped to be full up and running by the end of next month.
* It was suggested that the committee provisionally agree dates for the whole years PPG meetings so that people could put them in their diaries and then are hopefully more likely to be able to attend

**DATE OF NEXT PPG MEETING: Wednesday 14th September 2016**