

## Minutes PPG Meeting 18<sup>th</sup> August 2016

**Present:** Pauline Hill, Elizabeth Trellis, Archie Howie, Clare Bush, Adrian Webb, Janet Cock, Michele Wall and Joanna Chaplin

**Apologies:** Kerry Ekins-Malcolm and Shelagh Woolmer

### **Minutes from the last meeting reviewed and agreed.**

It was noted that the surgery still needed to look at installing a bike rack outside of the surgery. Joanna is looking in to either a fixed rack or a moveable rack.

### **1. CQC Inspection feedback.**

Michele had printed off the full inspection report in case anyone wanted to read it. Michele explained the differences between our first inspection and this last one. We had 2 inspectors, a lead CQC inspector and also an ex GP inspector. There were specific questions aimed at staff relating to current incidents. Both staff and patients were interviewed. Michele thanked Archie and Pauline as they had been interviewed.

A lot of work was done before and after the inspection relating to data extraction and then justifying our percentages against other practices within the NHS and on the day itself Michele spent 5 hours with the inspector answering questions and showing examples.

The lead inspector was also very keen to highlight the good work done at the University site and Michele gave the inspector a lot of evidence. The lead inspector hoped that there may be enough evidence to achieve "Outstanding" but unfortunately we were unable to prove the significant benefit we provide to patient care. For example, we vaccinate all students now but we were unable to prove that because we do this we have reduced the number of meningitis cases. We still achieved "Good" across this population area.

We achieved good in all areas and were extremely pleased.

Jo thanked Michele for all the extra hard work she had put in to this for the surgery.

This is the table of results from our inspection report. A full copy of the report can be viewed at: <https://www.cqc.org.uk/search/site/rowhedge>

	Safe	Effective	Caring	Responsive	Well-led	Overall population group
Older people	Good	Good	Good	Good	Good	Good
People with long term conditions	Good	Good	Good	Good	Good	Good
Families, children and young people	Good	Good	Good	Good	Good	Good

<b>Working age people and the recently retired</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>
<b>People in vulnerable circumstances</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>
<b>People experiencing poor mental health</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>
<b>Overall Key Question</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	<b>Good</b>	
<b>Overall location</b>	<b>Good</b>					

## 2. ColTe Super partnership

Michele advised that we are looking to join a super partnership as of 1<sup>st</sup> June. We have made this decision due to the NHS integrated care vision and by joining this super partnership we can retain our practice autonomy.

There are 13 practices that should be joining ColTe and they are like minded and their aim is also to reduce costs and improve patient care.

Michele and Jo both spoke about the board structure and how decisions would be made and who would be involved. It was mentioned that Rowhedge are keen to get involved and be part of the board structure.

It was asked if we would lose our dispensary but Michele confirmed that we have already had confirmation from the LMC and GMC that we would still be able to keep out dispensary.

In relation to CQC inspections we do not know how often these could be as we are still not sure how exactly this would work. It is thought that it would work like the University and Rowhedge site in that they would only inspect one of the sites. This is to be confirmed.

Jo mentioned that this is a positive step forward and whilst protecting ourselves under the ColTe umbrella we can retain our autonomy. Whilst the surgery should remain unchanged it is hoped that by working with the other surgeries we can improve our patient care and we may be able to offer additional services at additional sites.

## 3. Newsletter

Michele asked the group whether or not they felt that the newsletters that were produced up until last year were worthwhile.

It was felt that these were a good thing to have but could maybe be scaled down and also include some local clubs that are health related. Elizabeth and Michele receive a weekly catch up e mail relating to the village and it was thought that some information from this could be used.

At this point it was mentioned between Adrian and Clare that the magazine could be called "Top RUMP News". The RUMP relating to: **R**owhedge and **U**niversity **M**edical **P**ractice.

It was agreed after voting that this would be a great name for the newsletter and we will look at what we can possibly include in this. Clare agreed to send Michele a list of local activities that we may be able to use.

#### 4. AOB

- Adrian mentioned a very valid point that the seating in the waiting room is not suitable to all patients. Jo and Michele will look at how we could improve the seating in the waiting room.
- Clare mentioned that she had contacted the surgery before nine o'clock and was unable to get an appointment. On this day unfortunately, we were short on clinicians. Jo mentioned that we have got issues with having more GP's at the start of the week than at the end of the week and that we are looking at the rota's and what we can do to improve the balance of clinics. Jo also mentioned that as a practice it does upset all of the staff when we are sometimes not able to offer the service that we generally do. Archie mentioned that at other surgeries sometimes you are unable to get an appointment for weeks and so the service we offer here is still far better than others.
- Clare mentioned "Walk and Talk" that they are trying to get up and running but they still need to undertake some training. Michele mentioned that when this happens it may be something our University students may be interested in.
- Elizabeth mentioned that through her hearing support group they have now started a book club.
- Michele will advise the PPG of the date of the next meeting in due course.