



## PATIENT PARTICIPATION GROUP

### MAY LANE SURGERY

Notes of a Meeting held on the 11<sup>th</sup> December 2015 at 11.00 hrs

- Members Present:** GW (Chmn), CO ( Secretary), JH (Vice Chmn), MH, RC\_M, FM, HA, HB, RW
- In Attendance** Wendy Hunter (Surgery Manager), Dr Tom Yerburch
- Apologies** MB, SH, MH, DT, HB, RM, LC.
- Minutes of the Last Meeting**

The previous scheme by which draft minutes were to be sent out for approval, prior to formal publication, had failed because several meeting attendees had not replied when the minutes have been sent out. It was agreed that, in future, minutes would be sent out some while before the next meeting and then approval and corrections as necessary would be made at the following meeting. Action CO

The minutes of the previous meeting were accepted.

#### 5. Matters Arising

An action had been accepted by Sophie Ayre (HealthWatch) to take forward our suggestion to publish waiting lists. SA confirmed that these suggestions had been included within documents to be considered by the Clinical Commissioning Group in making their decisions concerning exactly what facilities to purchase. She also added:

"While there is no formal response from the system to this suggestion, this has contributed to the discussion of public views and evidence during our meetings with the Chief Executives and Chairs. By ensuring that the views of the public are heard and considered by the system, we ensure that services not only reflect the needs of the community but also address problems that the public have highlighted."

#### 6. NAPP Report

LC being an apology, there was no report.

#### 7. CQC Report on Walnut Tree Practice

WH stated that both **practices** had had their inspections in August, Walnut Tree on the 18<sup>th</sup> and Acorn on 25<sup>th</sup>. Overall both practices came out with the Same overall assessment rated as "Good". Ratings are assessed in five areas identified as "Safe", "Effective", "Caring", "Responsive", "Well Led". Both practices were assessed as "Good" in the areas Safe, Effective, Caring, Well Led and both were assessed as "Outstanding"

in the area of "Responsiveness". At the time of the meeting the final reports had been issued, following a period in draft to pick up any factual inaccuracies. To set these achievements in context note that the marks awarded are taken from scale varying from "Outstanding" through "Good" to "Needs Improvement" and finally "Shutdown". Apparently, any practice assessed as "Shutdown" will be told within 48 hours!

WH said that they had been given one weeks notice that the inspections would be taking place. During that time they could draw together the documents describing a few jobs that have been done and would be assessed by the inspection team. She noted that had the original paperwork not been completed correctly, it would not been possible to generate the evidence during that week. Insisting that she had not been here long enough to influence very strongly the results of the inspection WH said that it had been a team effort with all staff simply behaving as they would normally do.

Some special projects such as, for example, the Art-Lift classes at the Surgery and work at Rednock School by Lindsey Franks had impressed the inspectors. FM asked if the art classes were available only to adults. WH agreed to check. **ACTION WH.**

Although the overall results of the inspection was "Good" there was some minor criticism of the security of clinicians rooms when they were not present. WH accepted this noting that the criticism was of minor administrative details rather than clinical.

HA expressed the meetings view that the inspection had been a great success and felt that we should record here the pleasure with which we have experienced thanks to the dedicated efforts of all staff of the Walnut Tree and Acorn practices. Well done!

## **8. Cluster Group Notes**

*CO explained that the cluster group was a quarterly meeting of representatives from most of the local PPG's designed to enable swapping of best practice together with items we might wish to see discussed at the monthly Local Executive Group meetings, there being an agenda item for PPG's at every meeting.*

*The next cluster group meeting is to be held here at May Lane on 4 February starting at 1830 and PPG members are invited to attend. If you wish to do so please email Shirley Hill (shirley@act2.demon.co.uk ) since numbers are inevitably limited.*

## **9. A.O.B**

### Car Park Lighting

*GW complained that the car park is very dark. He explained that he needed to get his wife as close as possible to the surgery entrance and then after he had taken her in he needed to reverse the car to leave the car park free and currently found this very difficult because of the darkness.*

*TY noted that there used to be a PIR controlled light and assumed that it must have failed. WH undertook to fix it.*

**ACTION WH**

### Services for Young People

*FM asked if anyone knew of services for young people, other than those we had already spoken about in the context of the CQC report, which she should be tapping into for the benefit of her pupils. On being asked what she had in mind, she made it clear that she was interested in anything which might provide a benefit. She said that stress was a particular problem alleviated to some extent by mentors, both external and internal, where for younger children mentoring is provided by some sixth formers.*

*The reasons for stress were amply illustrated by RW who said that her exam timetable indicated that she should be doing an additional five hours revision every evening!*

*Date of Next Meeting Friday, 12 February 2016.*

*There being no other business the meeting closed at 11.30*