**Thorndike Medical Centre**

**Patient Participation Group**

**Minutes of meeting held on Monday 11th June, 2018 (no. 73)**

**Attendees:** (P=Present, A=Absent)

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| Graeme Brown (GB) | P | Shailaja Joshi (SJ) | A |
| Elizabeth Boucher (EB) | P | Carole Rogers (CB) | A |
| Elizabeth Cannell (EC) (Chair) | P | Andrew Stonham (AS) | P |
| Susan Chesterfield (SC) | P | Anne Whybrow (AW) | P |
| Mary Jeffreys (MJ) | A | Peter Willard (PW) | P |
| Kathy Johnson (KJ) | A |  |  |

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| Dr Peter Gilbert | P |
| Lorraine Monk (LM) | P |

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|  |  | **ACTION** |
| 1 | **Introductions / Apologies**  SJ, MJ, KJ sent apologies. |  |
| 2 | **Chair’s update since the last meeting**   1. There has been an announcement on changes at Thorndike which will be discussed at this meeting 2. Members have been invited to respond to a CCG consultation on Infertility Treatment. |  |
| 3 | **Minutes of last meeting**  The minutes were agreed as an accurate record |  |
| 4 | **Action Log**  Items were closed or updated as noted in the revised log below. |  |
| 5. | **Surgery News**  Dr Peter Gilbert (PG) led a discussion on two important topics:  1. Feedback from the latest CQC Inspection  2. Merger arrangements with College Health  **1. CQC Inspection**  PG reminded the Group that the June 2017 report rated TMC as ‘Requiring Improvement’ in each of the five inspection areas (safe / effective / caring / responsive / well-led).  The Surgery underwent a re-inspection in March 2018. There has been significant improvement with four out of the five inspection areas now rated as good. The only area that is still rated as ‘Requiring Improvement’ is responsiveness. Part of the evidence for this was from the patients’ survey in such areas as satisfaction with opening hours, satisfaction with telephone service, satisfaction with making an appointment.  PG said that this was as an inevitable consequence of their being insufficient clinical staff and therefore a lack of appointments. This is despite the Surgery trying to recruit salaried GPs continually since 2012. Under such circumstances it is very difficult to develop more responsive services.  To add to this challenge two of the five Partners in the Practice wish to retire. This fundamentally undermines the viability of the Practice. A radically different way forward is needed.  **2. Merger with College Health**  PG explained that the Partners have sought a merger with another General Practice experienced in delivering primary healthcare in Kent. After initial discussions with five possible candidates more detailed discussions were held with two. The favoured candidate is College Healthcare which is based in Maidstone but also run GP contracts in Chatham and in Essex. College Health is a sizeable organisation. Its partners are younger and it has a more fully complemented and stable workforce. It is anticipated that they are more likely to be able to recruit staff. There are also administrative practices in College Health that might benefit Thorndike.  This will not answer all the problems. General Practice across England faces fundamental problems. It’s very ‘flat’ structure needs to evolve into a more ‘pyramid’ structure to preserve the most highly skilled clinicians to the most complex cases. Also the disparity between the employment and roles of Locum GPs and salaried GPs needs addressing.  Discussions are underway with the Partners of College Health. It is likely they will become Partners of Thorndike with the existing partners of Thorndike stepping aside. It is unlikely that Medway CCG will raise any objections.  Staff were informed on Wednesday about the likely changes and a brief notice has been placed in the surgery for patients. |  |
| 6. | **Sub Group Updates (Brief)**  **Health Promotion Sub Group**   1. Friendship Group / Coffee Morning.   The first Coffee Morning is taking place on Friday 6th July. Kathy and Graeme will be the volunteers. EB may help if she can get DBS clearance in time.   1. Watts Alms Houses Garden Fete.   GB gave an update on Saturday’s Garden Fete at Watts. All necessary arrangements are in place. Ellie will be offering BP checks / Weight / Basic Lung Function tests. PW/AS/EB have offered to help.  **Survey Sub Group**  No time for update  **Communications Sub Group**  No time for update |  |
| 9 | **Date of Next meetings**  The next meeting will be at 9.30 on Saturday 7th July. |  |

**ACTION LOG**

1. **Update of actions raised at the meeting of 12th May 2018:**

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| ITEM | ACTION | OWNER | TARGET DATE |
| May (1) | EC to re-arrange attendance by Tracey Rouse (or deputy) (CCG)  Update June 18: Sara Leng (Tracey’s deputy) has been invited to the July meeting. | EC | June 18  C/F July 18 |
| May (2) | AW to attend next PPG Chairs meeting and feedback  Update June 18: Anne attended. The slides discussed at the meeting have subsequently been circulated (by EC 14/6/18). | AW | June 18  Closed June 18 |
| May (3) | TB to pass on examples of exemplary service to staff  Done | TB | June 18  Closed June 18 |
| May (4) | EB/PW/SC to arrange DBS clearance with LM  Done. Others will need to apply for certain roles such as the coffee mornings. | EB/PW/SC | June 18  Closed June 18 |
| May (5) | KJ to arrange prep / briefing meeting prior to first Coffee Morning. Done. Meeting will be immediately prior to first coffee morning. | KJ | July 18  Closed June 18 |
| May (6) | GB to liaise Watts / MC / CCG re Garden Fete  Done. Everything ready for 16th June. GB will provide a report after the event. | GB | June 18  C/F July 18 |
| May (7) | GB to replace temp notice board headings with printed ones.  Done. Notices printed and now displayed. | GB | June 18  Closed June 18 |
| May (8) | TB to prepare paragraph for newsletter re Appointments  Update June 18: Theresa commenced a draft. Lorraine will finish it off. | TB | June 18  C/F July 18 |
| May (9) | MJ to observe reception and repeat prescription processes | MJ | July 18 |
| May (10) | AW to trial ‘meet the patients’ in the waiting room  Update June 18: This will be best done once the website has been updated and appointment system clarified. | AW | July 18 |
| May (11) | LM to upload various posters and announcements onto the TV screen  Done. Immediate ones done (though this is an ongoing task) | LM | June 18  Closed June 18 |
| May (12) | EC/AW to work with LM on removing redundant information from PPG section of the website and replace with up to date information | EC/LM | June 18  C/F July 18 |

**2. Update of actions from previous meetings (in red):**

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| **Item** | **Action** | **Owner** | **Target date** |
| Feb 18  (2) | EC to attend Clinicians mtg to discuss PPG Business Plan  Update May 18 Now all the sub groups have met EC will prepare Business Plan  Update June 18: EC will circulate to PPG Members | EC | April 18  June 18  July 18 |
| Feb 18  (3) | Diabetes User Group:  AD to e mail GF  GB to e mail GF  AS to assume lead to deliver initial actions – leaflet  Update June 18: No further contact from GF. In light of surgery news this should probably be put in abeyance | AD  GB  AS | March 18 (done)  March 18 (done)  May 2018  C/F June 18 |

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| **Item** | **Action** | **Owner** | **Target date** |
| Jan 18  (2) | EC to contact Tina Grimwood re attendance at PPG | EC | Feb 2018  C/F Mar 2018  C/F April 18  C/F July 18 |

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| **Item** | **Action** | **Owner** | **Target date** |
| 7.10 | LM / TB to check PPG constitution and whether anything regarding social media needs to be included.  Update Jan 2018. Review with Constitution in March  Update June 18: Will be main item for July Meeting | Comm’s Group | 12/8/17  C/F Nov 2017  C/F Mar 2018  C/F April 18  C/F June 18  C/F July 18 |
| 8.1 | Agreed changes to be made to PPG Constitution  July 2017 – EC to make final check & distribute final version  Jan18. Consolidate with next review of Constitution.  Update June 18: Will be main item for July Meeting | EC | July 17  C/F Dec 2017  C/F Mar 2018  C/F April 18  C/F June 18  C/F July 18 |