

# Thornbury Centre for Health PPG Meeting 15.01.2020

## 1000 The Cooks room WTC.

Subject	Comments	Action
<b>Present</b>	PPG: CH (Chair), SOR (minute taker), AA, DR, MR, BS. Practice: MP AW from 10.15am (due security delay.)	
<b>Apologies</b>	None	
<b>Minutes</b>	Minutes of 30.10.2019 meeting approved.	
<b>Matters Arising</b>	<p>1.Staffing update: the front desk staffing is a complex issue, with patients saying they have to wait while new patients register with long queues in the afternoon. Often 30 new patients a week. AW manages the reception staff of 3 including self. Staff often leave once their training is completed as the pay is relatively 'low' at £8.50 - £9.50ph, which is a NHS budget issue and a borough-wide problem. The PPG will raise this formally with the practice and the Locality PPG.</p> <p>2.Maintenance of building: There appears to be a general disinterest amongst staff when management issues are reported. e.g. malfunctioning toilets. Action is with NHS Property services who often do not provide a certificate of work.</p> <p>3.Current contractors were supposed to be replaced but no action has been taken to date.</p> <p>4.Surgery merger with other practice in building: this is not going to happen although there is a total of 17,000 patients within the 2 practices. Staff from each practice meet every 3 months but do not appear to co-ordinate action on common issues. Our PPG might consider taking over the other practice as they appear not to have one themselves. It was agreed to list the priorities for a merger. The impression is that the surgeries work for the benefit of the GPs rather than the patients: to be raised with the Locality PPG.</p> <p>5.Hospital referrals: MP is dealing with this issue.</p> <p><b>6.Outstanding actions required not described elsewhere from the October 2019 meeting:</b>  Parking problems  Front desk  Tidy workplace  Handwash available – Notice needed?  Automatic inner door  Toilets 'out of order'  Touchscreen hygiene  Damage limitation notices about coughs and sneezes.</p>	<p><b>BS</b></p> <p><b>MP</b></p> <p><b>CH, BS?</b> <b>CH, BS?</b></p> <p><b>MP</b></p> <p><b>MP AW</b></p>
<b>Update on Maria Power's notes of 22.11.2019 Not dealt with above</b>	<p>1.Social prescribers: available for 'frequent users' but only 1 or 2 a day can be seen given pressure on space and time; an interesting development which should be useful in the long term.</p> <p>2.Hospital referral system: nothing new reported; BS emailing list of outstanding items.</p> <p>3.Waiting room furniture: requires replacement of worn and damaged items</p> <p>4.Patient Partner: system useful to staff. Issues remain regarding the website, which appears inconsistent especially for choosing options.</p> <p>5. New Telephone system: staff say it is working well and has reduced waiting times, with logged calls at 2,000-3,500 per month (<i>query numbers as this means all patients are using the surgery 3 or 4 times a year</i>); no longer 20 in</p>	<p><b>MP</b></p> <p><b>BS</b></p>

	<p>phone queue since introduction. Online system indicates after 5.30pm which next day appointments available.</p> <p>6. Building extensions plan: no progress.</p>	
<b>CQC report</b>	<p>Improvement plan: the following items will be checked once a month and report issued on progress. CQC will revisit 12 months after first visit.</p> <ol style="list-style-type: none"> <li>1. Property services not functioning properly</li> <li>2. Hot water temperatures occasionally out of range of requirements.</li> <li>3. Medical procedures need to be listed to 'tick boxes', e.g. wipe injection sites.</li> <li>4. Clinical waste must be processed in the correct colour-coded containers, yellow, orange and blue.</li> <li>5. Prescription stationery process is to be tightened to eliminate loss of forms.</li> </ol>	
<b>New premises search</b>	<p>With 8,700 registered patients, the practice does not currently have sufficient appointments available so a search is on for new premises that can accommodate staff increases. BS suggested the office building on London Road/Wood Lane currently occupied by the Bolder Academy and likely to be vacated later this year.</p>	
<b>Health awareness day</b>	<p>Relating to back problems, an event is planned for February 2020 at the St John's Community Centre and BS is looking for speakers.</p>	<b>BS</b>
<b>Reduction in practice area</b>	<p>The catchment area needs to be reduced but must include Syon and Osterley wards as there are no other local practices. Staff will provide a map of the current catchment area. The PPG would write formally to the practice to seek a reduction in the catchment area.</p> <p>The PPG's view is that any planning consent for the redevelopment of the Homebase and Tesco sites for housing must contain a new surgery.</p>	<p>EB, GB</p> <p>CH, BS</p>
<b>PPG membership</b>	<p>New members are being sought via events. It would be useful to have one of the GPs in attendance at every meeting although the regular presence and advice from MP and staff members is much appreciated.</p> <p>The PPG focus needs to be on "what would help patients more".</p>	
<b>AOB</b>	<p>GP patient survey: AA would visit the St Margaret's practice to find out how it is run to compare with our own practice. MP, AW would provide contact information.</p> <p>Thoughts on next Newsletter issue would be in the Autumn.</p>	<b>AA MP AW</b>
<b>Next Meeting</b>	<p><b>Note. The next PPG will be held on Tuesday 7<sup>th</sup> April at 0930 in the Practice meeting room. Dr Loomba will attend.</b></p>	<b>CH MP</b>