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**Longlevens Surgery - Minutes of meeting**  
**Patient Participation Group**  
**Wednesday 4<sup>th</sup> February 2015**

**Attendees:**

Gill Hawlins Practice Manager  
Dr Christabel Mankanjuola  
Dr Kimberley Whitaker GP registrar  
Sue Chisholme Reception supervisor - minute taker

**PPG Members:**

Jane Gardiner  
Tony Hook  
Bren Mcinerney  
Deb Morman  
Irene Jones

**Apologies:** Janet Bailey, Anita Grogan, Mike Gough and Louise Carter

**Introduction:**

Gill Hawlins opened the meeting.

Welcoming everyone and thanking them once again for help and support during the last year and for sparing the time to help the practice reflect on the recent Practice Survey conducted in November/December 2014.

We try hard to be representative of the practice profile overall and are working hard to recruit new members, with Mrs Bailey recently joining our group. We are of course always looking for more new recruits.

**Patient Group profiles:**

**Mrs D Morman**

Mrs Deb Morman: 50 years young(!) and married with five children; has been a patient at Longlevens Surgery for some 40 years; worked as a Civil Servant for 30 years; enjoys spending time with family and friends and also walking/running, reading and cooking.

**Mrs J Gardiner**

Jane is 69 years old, a retired Ambulance Service employee and is now actively involved in volunteering at GRH. She has 9 grandchildren and 1 great grandchild. Jane has been a patient at Longlevens for some 44 + years.

**Mr M Gough**

Mike is 74 years old, a retired fire officer. A keen volunteer at GRH; travels regularly to his beloved Madeira.

**Mr A Hook**

Tony is 67 years old, recently retired from the Pharmaceutical industry. He re-registered with the practice after moving back to Gloucester 5 years ago.

**Mrs Louise Carter**

Louise is 45 years old, married mum of two, works in insurance since leaving school, a patient at Longlevens forever!

**Mrs Irene Jones**

Irene is 86 years young and lived in Longlevens for nearly 60 years - 2 grown up children (both teachers) - four grandchildren and three great grandchildren with another one due in a couple of weeks. Worked as a legal secretary - retired at age 60 and then continued as a "temp" until I was 82. Secretary of the local WI - Group Co-ordinator for the U3A - on the Committee for Longlevens Village Hall -Holy Trinity Church member and ex-Sunday School teacher and general all round "gad-about".

**Mr Brendan Mcinerney**

Brendan is 53 years old, lived in Longford since a young lad in 1970 (those were the days!!!) and have been a patient at Longlevens Practice since its inception. I have a background in the armed forces, in academia and have been actively involved in patient participation for over 10 years, locally and nationally. I hope to share my knowledge in the best interest of the patient and the practice and my interests are working with/for people with learning disabilities and special needs, community relationships, and above all supporting a better understand of how the NHS and Social care work better together. In my spare time I like meeting and understanding different community groups and their cultures.

**Mrs Janet Bailey**

Janet is 69 years old, I live with my husband and we are both retired. We have three sons and six grandchildren.

**Mrs Anita Grogan**

Anita is 50 years old, married to Steve.

**Terms of Reference**

This is very much along the same lines as in previous years.

GH explained what the Practice was trying to achieve with its patient group. The Participants were very much a voice for the other patients within the practice. The group have met a number of times during the last year. Fundraising has been fore front with money raised towards the purchase of a new Neonatal Pulse oximeter which is now in place and working well. Fundraising took the form of raffles during the course of the year and a fish and chip super and quiz.

The group are inspirational and will just get on with the process of planning and putting into place different projects.

Without them and the support of our patients we would not be in a position to purchase the new ECG machine and indeed the newest piece of equipment.

Thank you!

### **Priorities for the Practice in 2015**

The main three priorities of the practice were discussed in some detail:

1. To manage the increasing patient numbers wishing to join the practice. This may involve reviewing the boundary area for the practice and or patients living outside. ***The group were informed that it may be necessary for the practice to consider a review of the patients living outside the Longlevens boundary area – this process has to be dealt with in a very sensitive manner, involving the local Area team of NHS England, our patient group and GP partners.***
2. Meeting to explore the possibility of expansion with NHS England. ***An informal meeting took place on 3<sup>rd</sup> February and it is clear that the new £1bn funding available for premises improvement is available but a very clear message with our priorities is important to make the required impact. The practice is keen to develop and grow on the current site and with the new housing in Longford ensuring there is sufficient primary care cover in this area will be a priority for NHS England and hopefully makes our case that much more of a priority.***
3. Training and development of Practice staff to include Practice Nurses/GPs and administrative staff – ***all staff plus our dedicated clinical team need to keep up to date and aware of new pathways or clinical processes. With training or updates we can be sure that we are working within set limits and to strict criteria and our patients can then be seen to have access to the best care and service we can provide.***

### **Patient Survey**

The number of patients providing feedback this year was 156 which although looks relatively small number against our 7200 patient list, this was just for the practice results. We reviewed the comments and number of questionnaires completed ourselves and the results were certainly very pleasing.

GH began by reflecting on the feedback from the patient survey and the NHS Choices website, stating that our Five Stars is testament to the excellent service and efficient running of the practice. The new Friends and Family test is also an excellent measure as to how we are doing on a continual basis as this is a monthly reporting system which has to be published for our patients to see in the Surgery and indeed via our Website.

There were a large number of comments on what we had done well and what we could do to improve and a few of these were highlighted and discussed.

- Possibility of water in the waiting room – ***this has been considered previously but due to the policing and potential mess and cost implication we have decided against this. Patients can always request water from reception should they need a drink.***

- Reception staff 'feeling the strain' – *our reception team has changed considerably over the last 5 years with staff retiring, leaving or moving to new roles. Not only do we have to train and manage new staff but with the large number of projects involving changes to policy, introduction of new ways of working it can be very difficult to maintain a smile at testing times. We are very conscious that supporting the staff is very important and this will be a constant and ongoing task.*
- Music in the waiting room – *now changed to a royalty free CD as the licences were too expensive to maintain, music on hold also removed*

To be statistically significant the Government also commissions a survey which was sent out to a random selection of patients on at least an annual basis and this was also used by the practice. The latest results can be viewed from July – September 2014 by accessing <http://www.gp-patient.co.uk/results>.

A sample of the Core Questions and results from this survey are summarised below for those without access to the Internet.

You have selected the following practice:  
**LONGLEVENS SURGERY**



weighted data

**Q1. Last seen or spoke to a GP**

Base: All

	%	N
In the past 3 months	48	54
Between 3 and 6 months ago	20	23
Between 6 and 12 months ago	13	14
More than 12 months ago	17	19
I have never seen a GP from my GP surgery	*	*
Total		111

**Q2. Last seen or spoke to a nurse**

Base: All

	%	N
In the past 3 months	27	30
Between 3 and 6 months ago	18	20
Between 6 and 12 months ago	16	18
More than 12 months ago	26	28
I have never seen a nurse from my GP surgery	13	15
All		110

**Q3. Ease of getting through to someone at GP surgery on the phone**

Base: All

	%	N
Very easy	44	49
Fairly easy	47	52
Not very easy	*	*
Not at all easy	*	*
Haven't tried	*	*
Total		111

**Q4. Helpfulness of receptionists at GP surgery**

Base: All

	%	N
Very helpful	56	63
Fairly helpful	38	42
Not very helpful	*	*
Not at all helpful	*	*
Don't know	*	*
Total		111

**Other suggestions from patient group**

1. Fundraising – the group seem keen on some form of fundraising and in particular to help with equipment for the Surgery.  
**Action** – car boot
2. Communication with patients – improve our 1/4ly newsletter by adding pictures, additional eye catching things - for those patients not visiting regularly a newsletter could be sent to them. **Action**

3. Toys – cleaning perhaps consider sharing this task – Jane to speak to Janet.  
**Action** Jane/Janet
4. Consider the use of Facebook social media to connect more widely with the outside community. **Action** – Practice to look into

GH stated that a report would be circulated to all Patient Group members and also published on the practice website [www.longlevens-surgery.nhs.uk](http://www.longlevens-surgery.nhs.uk)

End of meeting – a big thank you to all

### **Further information**

We are working very hard to ensure our patient group is representative of the views of our diverse surgery population. We tried to encourage members by an Advertisement for patients to come forward in our Monthly newsletter and a poster in the surgery. Invitations were also sent to a number of patients who may have brought views of underrepresented groups.

Please see below our opening times and access details.

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**LONGLEVENS SURGERY TIMETABLE 01452 522695/525547 [www.Longlevens-Surgery.nhs.uk](http://www.Longlevens-Surgery.nhs.uk)**

<b>BY APPOINTMENT</b>	<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>
<b>DR R H WEBSTER (MALE)</b>	9.00 – 11.30 AM 3.30 – 5.50 PM (ANTENATAL)	3.30 – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM	Extended hours 7.20 am – 8.00 am  9.00 – 11.30 AM  <b>Friday PM Duty Dr only by rotation</b>
<b>DR C MAKANJUOLA (FEMALE)</b>	9.00 – 11.30 AM	9.00 – 11.30 AM 3.30 – 5.50 PM	Extended hours 7.30 am – 8.00 am  9.00 – 11.30 AM	<b>DAY OFF</b>	9.00 – 11.30 AM  <b>Friday PM Duty Dr only by rotation</b>
<b>DR S HANDLEY (MALE)</b>	9.00 – 11.30 AM 3.30 PM – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM 3.30 – 5.50 PM (ANTENATAL)	Extended hours 7.30 am – 8.00 am  9.00 – 11.30 AM  <b>Friday PM Duty Dr only by rotation</b>
<b>DR K KINDLER (FEMALE)</b>	9.00 – 11.30 AM 3.30 PM – 5.50 PM	9.00 – 11.30 AM	DAY OFF	Extended hours 7.30 am – 8.00 am 9.00 – 11.30 AM 3.30 – 5.50 PM	9.00 – 11.30 AM  <b>Friday PM Duty Dr only by rotation</b>
<b>REGISTRAR (subject to change)</b>	9.00 – 11.30 AM 2.30 PM – 4.50 PM	9.00 – 11.30 AM 2.30 PM – 4.50 PM	9.00 – 11.30 am <b>Afternoon off</b>	9.00 – 11.30 AM <b>Afternoon off</b>	9.00 – 11.30 AM 2.30 – 5.00 PM
<b>PRACTICE NURSE</b>	ALL DAY – 8.30 – 12.30 & 2.00 – 5.40PM	ALL DAY – 8.30 – 12.30 & 2.00 – 5.40PM	ALL DAY – 8.30 – 12.30 & 2.00 – 5.00 PM	ALL DAY – 8.30 – 12.30 & 2.00 – 5.40PM	ALL DAY – 8.30 – 12.30 & 2.00 – 5.40PM
<b>HEALTH CARE ASSISTANT</b>	9.30 am – 1.30 pm	1.30 PM – 5.00 PM	8.30 AM – 12.30 PM	Morning 8.30 – 12.30 pm 1.30 – 6.00 PM	ALL DAY – 8.30 – 12.30 & 2.00 – 4.30 PM
<b>HEALTH PROMOTION BY APPOINTMENT WITH PRACTICE NURSE ASTHMA, DIABETIC, HEART DISEASE, WEIGHT AND WELL PERSON, STOP SMOKING</b>	<b>PARENTCRAFT CLASSES BY ARRANGEMENT WITH MIDWIFE AND HV</b>	<b>PRIVATE MEDICALS AT DISCRETION OF GP OUTSIDE NORMAL NHS TIME</b>	<b>MIDWIFE CLINIC WEDNESDAY 2.00 – 5.30 PM &amp; Friday morning every fortnight (Appt in time order)</b>	Private Chiropractor here Monday & Thursday pm by appointment	<b>NOTES TIMES AND DAYS OF DR/NURSE SESSIONS MAY VARY TO ACCOMMODATE ROTA CHANGES THANK YOU.</b>

