

The Jubilee Practice
Lowdham Medical Centre
Francklin Road
Lowdham
Nottingham
NG14 7BG
Tel: 0115 9663633
Fax: 0115 9664347

NOTES OF THE PATIENT PARTICIPATION GROUP (PPG)
Date: 22nd November 2016
Location: The Leys Community Centre

<u>1. Welcome and Introductions</u>	The Chairman welcomed the group and the two new members that attended the group. Present were: Rachel White (Practice Manager); Don Gifford (Chair), Joan Tracey, Maurice Tracey, Tim Cutler, Audrey Parkinson, David Croft, Cyd Sandey, Barbara Sharp, Maureen Whitehead. Apologies from Thomas Whitehead.
<u>2. Notes of the last meeting</u>	These were verified by the group as an accurate record of the meeting.
<u>3. News from the Practice</u>	There was no news from the Practice which wouldn't be discussed under other items on the agenda.
<u>4. Update on Practice Accommodation</u>	<p>Rachel advised the group that we had received a response regarding the bid that the Jubilee Practice and the Ivy Medical Group put in to the Estate and Technology Transformation Fund. Unfortunately we have not been selected to receive any funding from the fund at this time. The Practice will continue to look at ways in which we can make the necessary improvements to the building and this may mean looking at doing high priority works such as to meet Disability Discrimination Act and Infection Control whilst we wait for larger funding to help us to progress to full renovations that are required. The Clinical Commissioning Group understand how disappointed the Practice is with decision that has been made around funding and are helping us to look at how we can progress further.</p> <p>The PPG expressed their disappointment at the news that the Practice had not been given any funding but are pleased that the Clinical Commissioning Group are providing support to help the Practice look at alternative ways to progress.</p> <p>Rachel agreed to continue to update the Patient Group in relation to progress with the building accommodation.</p>
<u>5. Care Quality Commission (CQC) Report</u>	<p>The Practice had their CQC inspection in August 2016 and the final report has now been published. The Practice has been overall rated as 'good'. There were a few areas where the inspectors suggested that we should make changes. These were:-</p> <ul style="list-style-type: none"> • Arrangements to identify and dispose of expired medication – The inspection team found two items which had expired. Neither of these items would have dispensed or given to patients but as they found these they have to raise the comment. The Practice team are stricter about disposing of any items in the practice which are found to be out of date. • The safe storage of controlled drugs in line with legislation – The Practice stored the controlled drugs keys in a locked cupboard in a locked room with restricted access to the keys. The CQC advised that we should keep the key in a number lock safe instead. The Practice has now purchased a number lock key safe. • General security in dispensary including secure windows and limiting the personnel who could access the dispensary – The Practice have installed bars up at the dispensary windows however it is more difficult to restrict access to personnel as we have a shared reception/dispensary area. Our plans for renovation of the building include moving to single practice areas which will solve the problem of restricting access but until we receive funding for this we are unable to undertake this work. • Ensure there are systems in place to manage the security of blank prescriptions in line with guidance

<p>– The CQC state that the practice should log the serial numbers of all prescriptions used by the practice and know which serial numbers are being used by which GP and when. This is in case we need to identify a prescription serial number e.g. if a prescription is stolen so that pharmacies can be informed not to dispense medication from a prescription with a certain serial number. The practice was already logging in the serial numbers of prescription on receipt but we were not logging each serial number that was being used. The Practice now has a policy and procedure in place for this which is being followed by all staff.</p> <ul style="list-style-type: none"> • Ensure the storage of medicines in the dispensary below 25 degree centigrade -This related to temperatures recorded in summer and the temperatures recorded only went slightly over 25.0 degrees on extremely hot days. The Practice uses fans in the dispensary area but due to the large open plan space it would be difficult to provide any sort of air conditioning. The plans for the future building mean that there will not be so much open plan space and the dispensary air temperature will therefore be able to be better controlled. 	
<p><u>5. Triage</u> Rachel handed the group a summary document of triage which explains the benefits and how triage runs and suggested using this as a patient information leaflet. The Group discussed the leaflet and decided that they felt it needed to be less wordy so that patient can understand the changes easily and quickly. The Group agreed that they would look at the Patient Information Leaflet and send Rachel changes they felt needed to be made.</p> <p>The Group discussed how this leaflet could be distributed so that a high number of patients would get view of the information. It was agreed that the information should be put on the practice website, made available in the practice, and could be put on notice boards around the village. A selection could also be put in the pharmacy. Rachel agreed that she would get a suitable number printed off but would welcome some support from the Group with putting these up around the village.</p> <p>By the next meeting full triage across the week will be in progress and Rachel agreed to feedback on how this was going at the next meeting.</p>	
<p><u>6. Any other business</u> The Ivy Medical Group Patient Participation Group had invited Don to one of their meetings to talk about the Lowdham Medical Centre accommodation. At present the Practice did not feel that it was appropriate for a joint practice meeting or for a member of the group to attend one of their meetings. When more progress has been made with the building accommodation it may be worthwhile.</p>	
<p><u>7. Date of the Next Meeting</u> The date of the next meeting is 12th December 2016 at 2pm at The Ley Community Centre.</p>	