

OXSHOTT MEDICAL PRACTICE  
PATIENT PARTICIPATION GROUP ('PPG')

Minutes of the AGM of the PPG held on Monday 12<sup>th</sup> May, 2014 at 7.30pm in the small hall

**1. Welcome & introduction of current Chairman & PPG committee members**

Eva Latter (Chairman) introduced herself and each of the PPG committee members (Joy Redding, Ann Finlay, Christina van Roest, Elizabeth Chovil, Anita Lee, Keith Rashleigh, Ann Pickering (Secretary) and Ian Shepherd (Practice Manager).

**2. Apologies**

Jon Glover & Josephine Thompson sent their apologies.

**3. Chairman's Report**

Eva Latter reported that Christina van Roest had written several PPG articles for the Oxshott Parish Magazine in December, February & June as well as articles for the FEDORA magazine. These articles were to inform patients in Oxshott of the PPG, however there had been no response from these so far. Eva went on to say that the Practice is doing its best to put any problems right and until a new surgery is built, there is little they can do in terms of privacy at reception and the need for more consulting rooms etc. She pointed out that the Surgery had lowered the reception desk to help with patient confidentiality (so that patients couldn't see the computer screen on the desk) and a sign had been placed at the reception to ask patients to wait there until the patient in front of them has finished speaking to the receptionist etc. She conveyed that Oxshott Medical Practice (OMP) had come out well at a meeting which she and Ann Pickering attended with the Mid Surrey Locality PPG Reps and that most GP Practices had the same problems as we do. She stated that the OMP do not own the surgery building itself or the land upon which it stands. The surgery is rented from the Oxshott Trust Fund and the land is owned by The Crown. Eva also communicated that she and Joy Redding attended a meeting concerning Epsom Hospital and reported that their A&E unit is not closing. Keith Rashleigh was thanked for his input into the PPG section of the Practice website ( [www.oxshottmedicalpractice.co.uk](http://www.oxshottmedicalpractice.co.uk) ).

**4. Parking**

Eva Latter expressed much concern that the parents/carers of children who are being taken to and collected from the Nursery school and Prep School at Bevendean regularly use the patient spaces at the surgery. She pointed out that they park where there are no parking bays, and block the line of vision from the top car park for patients coming out of the car park. Parents also park on double yellow lines and sometimes in the patient disabled bays. Eva stated that she had written a letter to the Head Teacher of Bevendean to ask for a meeting for her and Dr. Draper to attend to discuss the parking problems. She had also written a letter to Mike Collard, Chairman of the Oxshott Trust Fund to ask the Trust to paint yellow hash lines at the top of the ramp to stop people parking where there are no parking bays.

**5. Q & A (Dr Jenkins & Ian Shepherd)**

**Q Is there a threat of redundancy of Doctors at OMP?**

A No, there is no threat of redundancy and all the Doctors at OMP are highly valued and will be staying. There had been problems previously when 3 Doctors did not want to sign a new contract and decided to leave, but that is all behind us now. We have 5 Doctors and a New GP Registrar, so we have lots of Doctors at the present time.

**Q I read in the news that elderly patients should have a designated Doctor?**

A At OMP, each patient has a specific Doctor assigned to them, so for continuity of care, whenever possible, we like patients to see the same Doctor each time. Obviously there will be times when that

Doctor might be on annual leave or on study leave, but generally, patients will see the same Doctor whenever possible.

**Q If your own Doctor is away and you need to see another Doctor, does the other Doctor get told about your case?**

A Every patient has their notes on the in house computer, so each Doctor and Nurse can see everything in the patient notes, so rest assured the Clinicians will be fully aware of everything.

**Q How do patients communicate with the PPG and who should queries be directed to?**

A We use feedback from surveys and PPG meetings to make decisions about what our patients want. If the queries/grumbles are about a patient's own health problems, then these should be addressed to the Practice Manager (Ian Shepherd) who will then pass this on to the patient's own Doctor. If the query/ideas/suggestions are general, then they can be addressed to the PPG Chairman or Secretary at [chairman.ppg@oxshottmedicalgroup.co.uk](mailto:chairman.ppg@oxshottmedicalgroup.co.uk) or [secretary.ppg@oxshottmedicalgroup.co.uk](mailto:secretary.ppg@oxshottmedicalgroup.co.uk).

The PPG do want responses from patients and welcome any comments to the email addresses shown.

**Q Letters from Consultants do not seem to be getting onto patient notes on a timely basis – why?**

A When letters from Consultants are received, they are scanned onto patients records within 48 hours. We are aware that these need to be done on a timely basis and sometimes we get a back flow if there are a great number of them. We will try to improve this.

**Q Several (but certainly not all) of the receptionists are sometimes quite 'snappy' and this is not very nice for patients. The vast majority of receptionists are delightful. It would be helpful if they could wear name badges, then we can comment on the good ones and report the rude ones.**

A We apologise for this and this is certainly not intentional. Our receptionists are under immense pressure, taking over 200 telephone calls a day, issuing 150 prescriptions every day, making appointments and sorting out blood tests, letters from Consultants etc., to name but a few. Our receptionists all have name badges and they do wear them, but we will remind them to do so. Sometimes when patients are very demanding or rude, it can really upset them, but they have a very demanding and intense job to do. We are considering recording all telephone calls, which we inform patients about if it happens, and this might help to reduce the amount of "rudeness" in general. When you have had a good experience which is fed back to the receptionists, they really do appreciate this.

**Q What level of training do the receptionists receive to train them for the job in dealing with un-well patients?**

A There is training every Wednesday between 12-2 to train the receptionists to work on skills. The Practice Manager and the Doctors regularly 'pull the receptionists up' if they think they have done something wrong or could do better. We are constantly trying to improve our services for patients.

**Q How many patients do not attend their appointment?**

A Approximately 11% do not attend (DNA). We have set up a text reminder system, but many people admit to not having their mobiles switched on much of the time, so this is not helpful for our reminder system by text! If a patient DNA's 3 times in a row, they will receive a letter warning them that they might not get another appointment if they continue this pattern. If you are running late, please try to telephone the surgery and we will do our very best to fit you in, although you may have to sit and wait if you are more than 10 minutes late for your appointment. Admittedly, the Doctors themselves often run late, but we will always do our best to fit patients in.

**Q Is there any further news on building a new surgery?**

A The problem is that the OMP do not own the building as this is rented from the Oxshott Trust Fund. In addition, the land on which the surgery sits is land owned by The Crown, so this does not make our hopes for building a new surgery straight forward. However, we are in negotiation with the Oxshott Trust Fund and The Crown and will keep you closely posted. We are trying hard to come up with terms and the funding for a new building, which we desperately need. We have appointed Architects, and we have spoken to lots of people including Consultants and Pharmacists who might want to be part of a new surgery building as and when it takes place. We have a CQC inspection looming, and we will not pass, due to the outdated building and lack of space etc. We are also in a difficult position as the Crown will not sell the land to us.

**Q Did you know that you can give old prescription medicine, especially for the eyes (eye drops etc) to 'Ellis & Thompson' in Cobham who send it on to Third World countries.**

A Andy Owler to let Ann Pickering know the details. Also, apparently, some 'Boots Chemists' will also take some surplus prescription drugs etc. and will recycle some surplus unused drugs in a similar way.

**Q Can you get repeat prescriptions on line?**

A You can register for online access at [www.oxshottmedicalpractice.co.uk](http://www.oxshottmedicalpractice.co.uk) and can order repeat prescriptions online. Come into the surgery to collect a letter to get a code, then you can order online to save coming into the surgery. These can also be specified to a certain pharmacy for collection too. This can save patients a lot of time.

**6. Election of Patients Representatives**

All PPG members then had to stand down and put themselves forward for re-election. The PPG members wishing to put themselves forward for re-election were:

- Elizabeth Chovil
- Ann Finlay
- Eva Latter (Current Chairman)
- Keith Rashleigh
- Joy Redding
- Christina van Roest
- Ann Pickering

Those PPG members who did not wish to stand for re-election were:

- Jon Glover
- Ian Shepherd (Practice Representative)
- Josephine Thompson

All patients present were asked whether they would like to offer themselves for election. Two patients offered to put themselves forward and they were:

- Rita Derriman
- Liz Owler

A vote of hands then took place to vote the new members in.

The meeting closed at 9.40pm.

The new PPG committee remained behind to hold its first meeting and to vote for a new Chair and Secretary. Nominations were requested, and received, for the positions of Chairman and Secretary

- Chairman
  - Eva Later – Proposed by Rita Derriman and seconded by Joy Redding
  - Christina van Roest – Proposed by Keith Rashleigh and seconded by Anita Lee

As the position of Chairman was a contested position, a ballot followed. Votes were counted and the result was Eva Latter (3) and Christina van Roest (5). Christina van Roest was duly elected as Chairman of the Oxshott Medical Practice PPG for the ensuing year.

- Secretary
  - Anita Lee – Proposed by Elizabeth Chovil and seconded by Christina van Roest

With only one nomination for the position of Secretary, Anita Lee was duly elected, by a simple show of hands, as Secretary for the ensuing year.