**Minutes of Patient Participation Group (PPG) Meeting of Dr. Singh & Partners and Dr. Reily & Partners**

*DATE:* Tuesday 31st January 2017 / *TIME:* 14:00 – 15:30

*LOCATION:* Main Hall, Bedworth Health Centre, High Street, Bedworth CV12 8NQ

|  |  |  |
| --- | --- | --- |
| *ATTENDEES* | | |
| *NAME* | *INITIALS* | *ROLE / REPRESENTING* |
| Ross Chadwick | RC | Reception Manager – Dr. Singh and Partners - MINUTES |
|  | AN | PPG Member – Dr. Reily & Partners – Meeting Chair |
|  | EL | PPG Member – Dr. Reily & Partners |
|  | SP | PPG Member – Dr. Reily & Partners |
|  | CJ | PPG Member – Dr. Reily & Partners |
|  | MP | PPG Member – Dr. Reily & Partners |
|  | IR | PPG Member – Dr. Reily & Partners |
|  | GS | PPG Member – Dr. Singh & Partners |
|  | AP | PPG Member – Dr. Singh & Partners |
|  | AW | PPG Member – Dr. Singh & Partners |
|  | LC | PPG Member – Dr. Singh & Partners |
|  | SU | PPG Member – Dr. Singh & Partners |

|  |  |  |
| --- | --- | --- |
| *APOLOGIES* | | |
| *NAME* | *INITIALS* | *ROLE / REPRESENTING* |
|  | TR | PPG Member – Dr. Reily & Partners |
|  | SL | PPG Member – Dr. Singh & Partners |
|  | GT | PPG Member – Dr. Singh & Partners |
|  | JB | PPG Member – Dr. Singh & Partners |

|  |
| --- |
| *MINUTES* |
| PROPOSED NAME FOR MERGED PRACTICE  GS put forward a suggestion he had received from JB of ‘Bedworth Central Surgery’.  The discussion went round the table to obtain members’ preferred choices, of which ‘Bedworth Health Centre (BHC)’ was the most popular. SU stated that this would help with consistency. AN raised concerns of implications if NHS England object to or challenge the use of BHC seeing as they own the building BHC and that there is still another practice present. SU queried whether NHS England branding needed to be retained as is on current signage. LC stated that the PPGs have given their opinion on a name as requested; it is down to NHS England to reject it. AW re-iterated SU’s point that name BHC means less change for patients. GS expressed similar concerns to that of AN and discussed alternatives such as ‘Bedworth Central Surgery’ or ‘Bedworth Medical Practice’. RC fed back suggestions he had received from members who had sent their apologies.  AN set out his assumptions that the Reception bays would be combined into one rather than as two separate bays as is currently the case – concerns were raised across the group about the difficulties that could be presented if Dr. Bhavananthan’s Reception bay stays its current position. AN stated that there should be a focal point when patients arrive in Reception.  SP made a point that current patients don’t specify that they are going to ‘Dr. Singh’ or ‘Dr. Reily’, they merely say they are going to ‘The Health Centre’.  SU queried who would foot the bill for physical changes to the building to reflect the merged practice. AN stated that it was his understanding that the building belongs to NHS England.  EL stated that the Partners should also have input into the name of the merged practice. There was unanimous agreement that the Doctors should have the final say.  IR pointed out that patients will still say they want an appointment at ‘Dr. Singh’s’ or ‘Dr. Reily’s’.  AP suggested having a completely different name. ‘All Saints Surgery’ was mooted as was potentially a name that related to the High Street.  AN, LC and IR all questioned whether or not patients will care that the practices have merged. AP stated her opinion that the merger would be good for Bedworth. SU cautioned that patients’ aspirations and expectations are likely to be higher in a bigger practice. AN stated that it was logical for Dr. Reily’s practice to merge with Dr. Singh’s.  It was agreed the name **BEDWORTH HEALTH CENTRE** is taken as the PPGs’ proposed name.  COMMUNICATING THE MERGER  EL suggested having more posters and material located around the building.  AN highlighted that he had yet to see the Press Release posted on either practices’ website.  CJ suggested having an Open Day with a ‘ribbon cutting’-type ceremony.  SP circulated a flyer that he had produced which was more patient centric.  AW suggested having a manned table, a sort of clinic within the surgery. AN coined this a ‘helpdesk’. AW stated that PPG members could be present when the merger takes place. AW felt that there should be PPG representation in the surgery for more than once a week – both groups highlighted that a rota had been in place for the implementation of both practices’ patient surveys.  AW and AN informed the groups that they would be able to approach the County Council for certain funding – a banner poster has a good chance of being approved. AW and AN agreed to swap details to facilitate this. AW queried whether or not the practices could lend the PPGs some money for this to be produced whilst waiting for the funding from the Council to come through.  AN reminded group that Dan Ibeziako (Engagement, Communications and Marketing Lead (Warwickshire) – NHS Arden & Greater East Midlands Commissioning Support Unit (CSU)) had agreed to produce a leaflet. It was agreed that this should be guided by the content of SP’s flyer.  Discussion took place of local premises to leaflet drop. AW and AN both suggested local chemists / pharmacies, EL and AW suggested the Civic Hall and Library respectively.  SU suggested putting flyers through people’s doors – concerns were raised with regards to patient confidentiality, waste of paper and confusion that could be caused to non-patients.  GS suggested approaching local parishes and churches, whilst CJ recommended contacting wardens of sheltered housing and AN suggested using local newspapers.  Community forums and coffee mornings were also discussed amongst the group.  LG queried whether or not the merger could be talked about publicly. Both groups agreed that as the press release had gone out, this would be acceptable.  HILLARY JACKSON (HJ – Practice Manager, Dr. Singh & Partners) and ELIZABETH GILBEY (EG – Practice Manager, Dr. Reily & Partners) arrived to hear the PPGs feedback.  CJ discussed Social Media and how the merger could be communicated using those channels – Facebook was specifically mentioned.  AW pointed out that a big presence from the PPGs at the time of the merger means less pressure will be placed on staff.  AN FED BACK TO HJ AND EG  EG suggested stating the PPGs e-mail addresses in any published communication.  HJ and EG to raise the query of the proposed name and NHS England’s claim to the building name at a meeting they have scheduled for 01/02/17.  AW discussed the funding that may be available from the County Council. AN agreed to obtain a preliminary quote for a banner poster. AW expressed concerns of value for money for anything that is a cost outlay. IR queried having a generic poster that could be re-used, regardless of the merger.  EG discussed having name badges for PPGs members.  EG highlighted that the week between the official date of the merger and the integration of both IT systems may be a difficult week logistically. AN stated that this week could be an intensive preparation week in readiness for the week following the IT merger.  AN pointed out that a finalised phone number is a key communication message. HJ confirmed that this will be 02476 315432 (i.e. Dr. Singh’s current number). AW clarified whether or not there will be additional phone lines. HJ confirmed there will in theory be additional capacity as Dr. Singh will gain Dr. Reily’s line – this does need to be worked through as it is not as simple as it sounds.  EG communicated that Online Services for Dr. Reily patients will not work post-merger and those patients will need to re-register. The process of this needs finalising. AN raised concerns about this.  LC stated his concerns about the large number of variables being mentioned (i.e. phone system, Online Services etc.).  GS suggested having a meeting in one month and requested that HJ and EG provide all members with a background paper with an update on progress.  HJ advised that the surgeries were in receipt of Project Management and HR support.  PPGs agreed to meet on Tuesday 28th February at 2.00pm subject to room availability and requested the aforementioned background paper by Friday 24th February.  PPGs discussed implementing the ‘helpdesk’ from Monday 13th February.  RC tasked to include surgery times within these minutes (see the following):  \*Health Centre open from 8.00 to 6.30   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | SURGERY / DAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | | SINGH^ | 8.00 – 1.00  2.00 – 6.00 | 8.00 – 1.00  2.00 – 6.00 | 8.00 – 1.00  2.00 – 6.00 | 8.00 – 1.00  2.00 – 5.30 / 6 | 8.30 – 1.00  2.00 – 6.00 | | REILY | 9.00 – 12.00  2.00 – 6.00 | 9.00 – 12.00  2.00 – 6.00 | 9.00 – 12.00  2.00 – 6.00 | 9.00 – 12.00  2.00 – 6.00 | 9.00 – 12.00  2.00 – 6.00 |   ^: Dr. Singh’s Reception is manned all day from 8.30 to 6.30 including typical lunch time periods. |