

Minutes of PPG Meeting 01 November 2017

Present

Pauline Coulthard (PC) Beverley Tavares (BT) Sandra Reed (SR)
 Sue Sullivan (SS) Pat Gidley (PG) Charmaine Richardson (ChR)
 Jyoti Palmer (JP) Caroline Rose, PM (CR) Dr Mohammed Dewji GP (Dr MD)

Apologies : Shobhna Dave, Daphne Tibbles, Elisabeth Clarke, Linda McComie

| | ITEM | ACTIONS |
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| 1. | <u>Minutes of Last Meeting</u> | |
| 1.1 | Minutes of last meeting on 12 July 2017 were approved. | |
| 2. | <u>News from the Practice</u> | |
| 2.1 | Staffing The In-house Community Pharmacist, Rajiv Nandha, will be starting a new smoking cessation clinic in November. Medication will be offered. | |
| 2.2 | Rajiv will be available to carry out medical reviews for patients having 10 – 15 items of medication on repeat prescription. | |
| 2.3 | Northampton University has approached Hilltops with a request that they take two student nurses over 11 weeks, to include days out in the community, thereby offering an alternative to going straight into a hospital. This is particularly welcome as there is a shortage of community nurses. | |
| 2.4 | The final intake of medical students will be commencing at Hilltops during the second week of November and their role will include taking minor illness clinics. | |
| 2.5 | Liz Hurry is to be the new Deputy Practice Manager with effect from 06 November. Rebecca Cobley is to become Reception Co-ordinator. Helen Wilson takes on the role of Team Leader. | |
| 2.6 | Two admin staff continue on maternity leave. One further admin staff member commences maternity leave shortly. | |
| 2.7 | CR reported meeting with the CCG in August and confirmed that on-line patient feedback of satisfaction with services provided by Hilltops is up by 11%. | |
| 2.8 | Hilltops now has its own FaceBook page, advertising such items as flu clinic, etc. | |

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| 2.9 | This year, staff will again be supporting Children in Need and this year's theme, on 17 November, will be Disney characters. CR has invited PPG members to come along and take part. | |
| 2.10 | Hilltops staff will also be supporting Save the Children on 15 December, with the theme of Christmas jumpers. | |
| 2.11 | The financial award achieved following the CCG annual prescribing incentive will be used to replace the chairs in the waiting area. It is hoped sufficient funds will also be available for new equipment. | |
| 2.12 | Despite our best efforts in March 2017, including the PPG's petition and submission of our reasons for opposing change, the physiotherapy contract has been lost to an outside contractor, 'Connect'. Treatments with Connect will commence with a telephone triage. This reduction in service has led to an NHS Choices survey only awarding 1/5 to Connect, a rating that CQC would consider to be a matter of some concern. | |
| 2.13 | Repercussions were discussed and it was acknowledged that any perceived cost savings on the part of the decision makers at the CCG would in any case be outweighed by the costs incurred by results of the lost services in terms of patients' treatment and care and increases in the number of orthopaedic referrals. | |
| 2.14 | Dr Patel continues on long term sick leave. His cover is provided by Dr Babalola (f), who joined Hilltops in January as a long term locum. Dr Amir joined Hilltops in June as a long term locum and Dr Abigail Taylor is now a permanent member of staff. | |
| 3. | Update on PPG | |
| 3.1 | The meeting welcomed new PPG member, Jyoti Palmer. Introducing herself, Jyoti explained that she is trained in Nordic Walking and is keen to start a walking group at Hilltops of varying distances. Jyoti works through Sports Development at MK Council. Included will be a wellbeing session taking ½ an hour or so for people who haven't walked distances and want to improve their fitness levels. This was welcomed by Dr MD, who agreed that JP will ask Sports Development to contact him direct. | JP |
| 3.2 | PC asked about costs to patients. JP explained that there is a 4 hour introductory course to Nordic Walking for which there is a charge. Thereafter, walks are free of charge, apart for a charge of £1 to hire walking poles. | |
| 3.3 | JP confirmed that she would be happy to run the walks from Hilltops. PPG will promote via leaflets, etc. It was suggested that clinicians could also refer patients to this walking group. | PPG |

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| 3.4 | CR requested an update on the progress of preparation for this year's survey questions. SR confirmed that survey forms have been finalised and forms for manual completion by waiting patients will commence shortly while the on-line version is ready for submission to the IT team. | PPG |
| 4. | <u>Treasurer's Report / PPG Funds</u> | |
| 4.1 | PC confirmed that there have been no expenses since the last meeting and the balance of £989.39 therefore remains unchanged. | |
| 4.2 | The current sum achieved from DVD/book sales is unknown. PC will check and advise. | PC |
| 5. | <u>Talk by Charmaine Richardson</u> | |
| 5.1 | ChR met with CR earlier to discuss the formation of a support group for women victims of abuse when a child. Dr MD confirmed that her proposal has been discussed at a partners' meeting and the service has been approved and is scheduled to begin in January 2018. | ChR |
| 5.2 | Having outlined her qualifications and experience, ChR proposes 12 informal sessions, but will refer women who need 1 : 1 counselling for separate consultations to Northampton Rape Crisis. The informal sessions at Hilltops will take place on Saturday mornings and will include women who have suffered, for example, abuse in childhood. They will not cover domestic abuse, and ChR added that she can only speak with women victims. | |
| 5.3 | The service will be advertised on screens in the waiting area, on Hilltops website and on Hilltops' Facebook page. GPs and nurses will also refer patients to ChR. CR advised that the service will be audited to record progress, numbers attending, etc. | ChR |
| 5.4 | Concern was expressed by PPG members about the lack of a similar facility for male victims of abuse. | |
| 6 | <u>AOB –</u> <u>Items raised by patients</u> | |
| 6.1 | The apparent loss of referral letters between hospital and Hilltops has been queried. Dr MD explained that hospital referral letters are sent to Hilltops by various methods, adding that, as soon as letters are received at Hilltops, they are added to the respective patient's file. However, delays are often experienced in the sending of copies of letters from hospital departments to Hilltops, sometimes of several weeks. | |

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| 6.2 | Patients have asked if on-line appointment booking is to be made available for the diabetes clinic. CR confirmed that it will not because of the complex nature of nurse/HCA consultations in terms of consultation type and varying time allocations. | |
| 6.3 | Patients have complained that the time shown on the screen is too small and have requested a clock in the waiting area. Dr MD advised that there is a clock on the turret in reception by which patients can check their arrival : appointment time and most patients in any case have watches and mobile phones by which to check time while waiting. It was agreed that there is therefore no need for another clock. | |
| 6.4 | A very small number of patients have complained about GPs' accents and their difficulty in understanding them. CR advised that all clinicians joining the NHS whose first language is not English are required to take a test in English before training, and all at Hilltops have passed. | |
| 6.5 | A question was raised by a patient as to what happens to cancelled appointment slots ie are they returned to the system or offered to patients as an alternative to any later appointments they may have in place? CR explained that, if appointments are cancelled in good time, they go back into the system to become available for another patient. Last minute cancellations are just that, and time constraints/patient numbers make telephoning waiting patients unworkable. These, and the numbers of patients who simply fail to turn up, are the lost appointments that result in the ongoing major problem of wasted appointment slots – DNAs. | |
| 6.6 | A patient asked if a list could be provided of appointments available for mop-up flu vaccinations. CR explained that flu clinics are run on specific, advertised days only. Patients missing those must book a separate appointment with a nurse or HCA for their vaccinations. | |
| 6.7 | The key to the PPG cash box tin has been found. CR will look into ways of ensuring the PPG key fob is readily available to PPG members attending the surgery in order to avoid time spent by Hilltops staff in searching for it at each PPG visit. | CR |
| 6.8 | Patients have asked if the parking spaces for disabled patients can be more clearly marked. CR reiterated that the car park does not belong to Hilltops and is beyond their control. | |

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| 6.9 | A patient has suggested the formation of an informal support group for bereaved patients in order for them to spend time together and share experiences and concerns. Dr MD agreed that Hilltops is open to suggestions, acknowledging that such support in Milton Keynes is sadly lacking. Whilst counselling is available, patients have to travel outside Milton Keynes for this and have to pay a fee. Counselling is not necessarily what patients need or want and it was agreed that talking as a group is often more beneficial. PPG will discuss further. | PPG |
| 6.10 | It was agreed that, for various issues including bereavement and abuse, informal group discussions can be far more beneficial and may result in greater self help than formal counselling. | |
| 6.11 | <p>12 July 2017 meeting - matters arising</p> <p>Item 2.2 – The new GP Registrar, Dr Oljide (m), joined Hilltops on 04 August and will be with Hilltops until February, when another trainee is expected to join.</p> <p>Item 2.4 – The role of the Practice Pharmacist, Rajiv Nandha, is explained on Hilltops’ website and in the PPG Newsletter.</p> <p>There has been no further action in the proposed placement of CAB in selected MK surgeries. Funds are in any case no longer available.</p> <p>SS reported that Hilltops’ website is much improved, with a changed layout. There has been no further adverse feedback from patients. It is suggested that patients who have placed the former website in their favourites now delete and replace it with the new one in order to receive updates.</p> <p>Dr MD advised that the CCG will be imposing further cuts. Whilst a mailshot to this effect has been received at Hilltops, an official announcement is expected to follow. Changes will include targets being relaxed so that, among other things, waits for elective surgery will be longer. Gluten free items have already been removed from prescription; more items will follow.</p> <p>Dr MD asked for PPG support in conveying to patients that these cuts are not the responsibility of Hilltops but are being imposed by the CCG to practices in general.</p> | |
| | <p>The meeting ended with thanks to all in attendance.</p> <p>The next meeting will be held on Wednesday 10 January at 6.15pm.</p> | |