

Minutes of PPG Meeting 04 January 2017

Present

Shobhna Dave (SD)	Pauline Coulthard (PC)	Beverley Tavares (BT)
Daphne Tibbles (DT)	Sandra Reed (SR)	Sue Sullivan (SS)
Elisabeth Clarke (EC)	Linda McComie (LM)	Vinayak Supekar (VS)
Andy Sargent (AS)	Claire Robinson (CR), DPM	

Apologies : Pat Gidley, Elaine Wood, Derek Wood

	ITEM	ACTIONS
	The meeting began by welcoming new member, Andy Sargent, and introductions made.	
1.	<u>Minutes of Last Meeting</u>	
1.1	Minutes of last meeting on 05 October 2016 were approved.	
2.	<u>News from the Practice</u>	
2.1	<p>Promoting Minor Ailments The treatment of minor ailments, as opposed to minor illness, is being promoted by way of a minor ailments scheme run by pharmacists, who will provide medications free of charge to patients who are exempt from prescription charges. Pharmacies themselves are not permitted to advertise the scheme but Hilltops is able to offer presentations and advertisements which show procedures for the provision of medications such as Calpol by pharmacists.</p>	Hilltops
2.2	<p>Hilltops' Minor Illness Nurse Clinics run by Rose, the Minor Illness Nurse, are now being fully booked daily. Appointments are available to book online from lunchtime the previous day. Asked whether this is having any impact on GPs' workloads, CR said that it is too early to judge.</p> <p>AS queried the criteria for consultation with the Minor Illness Nurse and how patients would know. He added that he felt the listed conditions need clarification. It was agreed that a comprehensive list of ailments covered by this clinic is provided but presented in a format that is unclear. It was suggested that changes such as a bigger font or different layout may make the list clearer.</p> <p>BT explained the regular presence of PPG members in the surgery, when the Minor Illness Clinic is explained to waiting patients, together with the distribution of the Clinic information leaflet. CR added that receptionists need to offer advice more routinely. CR also confirmed that the practice nurses cannot review medication.</p>	

2.3	<p>Flu Clinics This season's flu clinics went well.</p>	
2.4	<p>Staffing Dr Assad has now left Hilltops and options for her replacement are being assessed. CR advised that NHS England is encouraging the recruitment of more pharmacists rather than GPs. CR reiterated that none of the GPs are full time but the number of hours spent by GPs at the surgery equates to 8 full time GPs.</p> <p>There are now three new receptionists undergoing training for the front desk, with recruiting in place to replace Elaine, who is retiring after 25 years with Hilltops.</p>	
2.5	<p>Phones CR reported favourable feedback on the new phone system.</p>	
3.	<p>Update on PPG</p>	
3.1	<p>Teapots EC reported that response to Teapots has been disappointing, in spite of good support from AgeUK and CarersMK. EC suggested that, having tried to run a meeting group, it has not worked and perhaps the time has come to wind it up. The meeting agreed. AS asked for information and EC explained the original principles in forming Teapots.</p>	
3.2	<p>AS described the drop-in group held at MacIntyre on the first Thursday morning of every month, providing complimentary hot drinks and cake to guests. MacIntyre is in turn paid by the Parish Council who have a small budget for this purpose, calculated at around £3 - £4 per head. AS explained their need for more volunteers for this drop-in group, and the meeting went on to discuss the possibility of combining this with Teapots. AS suggested the possibility of a PPG member taking over the running of it. It was agreed that SD/SR would provide AS with some information together with examples of our Teapots flyer and leaflets.</p>	SD/SR
3.3	<p>Hilltops website issues SS reported a good meeting with Zoe Halliday, with discussions on the general website layout. Due to pressure of work, the agreed necessary changes have not yet been implemented but Zoe is looking to recruit an assistant. CR will further discuss the current situation with Zoe.</p>	SS/ZH/CR
3.4	<p>LC queried the layout of the on-line booking systems. CR confirmed that this cannot be redesigned, it is the system that is provided to all GP practices.</p>	
3.5	<p>LC pointed out the confusion caused by the use of the word 'embargo' as applied to available appointments. CR explained that it refers to a slot available for booking that is released at 8am daily.</p>	

4.	<u>Treasurer's Report / PPG Funds</u>	
4.1	PC reported the only transaction during the last quarter was £60 for the new bookcases, which are now in place.	
4.2	PC also advised of the forthcoming expenses needed to cover the NAPP meeting, to be held in Basingstoke later in the year.	
5a	<u>AOB –</u> <u>Issues raised by patients during discussions with PPG</u>	
5a.i	CR will remind receptionists to call for back-up when there are more than 3 people queuing. There are currently two receptionists at the front desk at all times.	CR
5a.2	CR will check that there are now hooks on the backs of all loo doors.	CR
5a.3	A note on the information screen states that the Minor Illness Nurse cannot provide sick notes. It was suggested that this might deter patients from using her clinic. CR advised that, whilst Rose can request sick notes from the GPs on behalf of a patient, NHS England has just issued guidelines that the provision of sick notes is to be discouraged, preferring instead the use of 7 day self certification. If any patient's condition is such that they require more than 7 days off work, they would in all probability be seeing a GP in any case.	
5a.4	The availability of GP weekend presence in the event of an emergency was discussed. CR advised that there is a GP available at Hilltops every other weekend. A nurse is always present.	
5a.5	A question has been raised as to the presence of a palliative care nurse at Hilltops. There is no palliative care nurse as such, but patients can be entered on to Hilltops' palliative care register. Regular meetings, known as Gold Standard meetings, are held between Hilltops staff and district nurses concerning these patients, together with a nurse from Willen, as well as holding meetings concerning priority appointments. Dr Field and Dr Kohli are the leads in the care of such patients.	
5b	<u>AOB –</u> <u>Issues raised by PPG</u>	
5b.1	SD confirmed that the PPG will not be posting information on the Friends of Two Mile Ash FaceBook page. The progress of the PPG FaceBook page remains ongoing.	PPG
5b.2	LC asked if there was a way for patients to communicate with the PPG. SD advised that we have a gmail account, hilltopppg@gmail.com, that is displayed in the Newsletter and on the noticeboard, and this is used by patients.	

5b.3	Meetings between SS and ZH are ongoing.	
5b.4	PC gave further details of the NAPP Conference in Basingstoke. This year's date is 24 June and two representatives from the PPG should attend, along with a representative from Hilltops if possible. SD advised CR that some surgeries send a Practice Manager. CR is to consider this, and requested information. PC or SD will provide this.	PC/SD
5b.5	The supply of books was discussed. CR will check the cupboard previously used to house incoming books to see if there are any to be brought out for sale. CR also agreed that PPG could sell used DVDs, etc.	
5b.6	SR asked if an additional noticeboard could be added to the one currently in place. CR agreed and said there may be one available and she will try to find it. SR will also make a poster, inviting donations of used books, CDs, DVDs, etc.	CR/SR
5b.7	AS asked who provides the magazines in the waiting area. These are brought in by staff and PPG. Whilst reception staff tidy the table when time permits, it was agreed that SR and BT would offer help in sorting and tidying the table whenever they are spending time at the surgery.	BT/SR
5b.8	It was agreed that BT and SR will meet to put together three questions based on survey results. These questions will be provided to Hilltops in order to complete and submit the survey results to NHS England.	BT/SR
5b.9	CR advised that the PPG Certificate has expired. PC has already applied to Hilltops for its replacement. CR will follow up.	CR
	The meeting ended with thanks to all in attendance. The next meeting will be held on Wednesday 05 April 2017.	