

Minutes of PPG Meeting 05 October 2016

Present

Pauline Coulthard (PC)	Beverley Tavares (BT)	Daphne Tibbles (DT)
Sandra Reed (SR)	Sue Sullivan (SS)	Elisabeth Clarke (EC)
Linda McComie (LM)	Pat Gidley (PG)	
Dr Bipin Patel	Caroline Rose (CR), PM	

Apologies : Shobhna Dave, Elaine Wood, Derek Wood, Vinayak Supekar, Kay Crossby

	ITEM	ACTIONS
1.	<u>Minutes of Last Meeting</u>	
1.1	Minutes of last meeting on 07 June 2016 were approved.	
2.	<u>Matters arising</u>	
2.1	There was nothing to report on the progress of the new gMail account, proposed entries on Friends of Two Mile Ash or FaceBook. The search for a suitable bookcase is ongoing.	PPG
2.2	SS advised that, following her perusal of the Hilltops website, it was clear that the website needs redesigning. CR replied that much of it comprises a bought-in package. SS responded that the Whaddon surgery website is more user friendly and that our Homepage, for example, is far too long and needs splitting into tabbed categories. CR invited SS to arrange a meeting with Zoe Halliday to discuss, which SS has accepted.	SS / PPG
3.	<u>News from the Practice</u>	
3.1	<p><u>New Minor Illness Nurse</u></p> <p>As reported in her recent monthly email to the PPG, CR confirmed that Rosetta (Rose) joined Hilltops as Minor Illness Nurse on 01 July 2016. Her hours are 8.30am – 12 and 1.30pm to 4.30pm. Rose has 20 years' experience, including in A&E and running clinics. She also prescribes. CR asked if PPG will publicise the availability of the new Practice Nurse, and provided a leaflet giving details of the Minor Illness Clinic.</p> <p>Currently, the Monday clinic is busy but otherwise there are always appointments available on remaining days. Afternoons are currently available to book on line as are appointments that can be booked a day in advance.. BT advised that discussions with patients indicate that most continue to be unaware. PPG will distribute information.</p>	PPG

3.2	<p>Phones Hilltops' new telephone system is now up and running, as from July 2016, and has been well received by patients. Options now include medical emergencies and, while this has initially caused confusion (being Option 1), CR is able to monitor incoming calls, and non-emergency calls can be redirected. CR provided statistics of calls made to Hilltops from the time of installation to date.</p>	
3.3	<p>Numbers of patients failing to turn up for booked appointments continues to be high. At the first flu clinic alone on Saturday 01 October, 109 patients failed to keep their appointments.</p>	
3.4	<p>Challenge Fund <i>(Please see Minutes dated 02 February 2016, Item 3, for recap.)</i> Patients booking appointments within MK Extra can be seen at weekends. The children's service is by GP only referral although receptionists can now refer children between the ages of 10 days and 2 years. Following a forthcoming audit, older children could be included.</p>	
3.5	<p>Prescribing incentive Following a nationwide directive, a 'traffic light' tracking indicator has shown that Hilltops has met targets within the prescribing incentive scheme. As a result, Hilltops has been awarded £15,000 to be spent on patient care. This sum has been allocated to cover costs of air con/heating in the patients' waiting area and hydraulic beds in female GPs' consulting rooms. It is hoped that hydraulic beds will be made available for all GPs next year.</p>	
3.6	<p>PG asked how this reduction was achieved. CR explained Hilltops' drive to reduce prescriptions of Tramadol in particular, in view of ongoing consequences: addictive properties, liquid feed issues. Prescriptions for Cephalexin also need reducing. Nationwide comparisons are in place.</p>	
3.7	<p>CQC visit Following the CQC visit, Hilltops was awarded the rating Good.</p>	
3.8	<p>Staffing Hilltops is currently fully staffed, Dr Samila Asad (f) having joined on 01 September and Dr Kylan Stray (f) on 12 September. Dr Chrys continues to reduce his surgery sessions from September in the lead-up to his retirement in October 2017.</p>	

3.9	LM asked if full staffing will enable additional patient capacity. CR replied that patient capacity will in any case increase because NHS England requires Hilltops to take new patients who, in the case of Hilltops, will include new residents in the Whitehouse development. New residents in the Fairfields development will register in Wolverton/Westcroft.	
3.10	PPG members advised that there had been some difficulty opening the GP on-line services document. CR confirmed that patients will still be unable to see records on line.	
3.11	CR confirmed the addition of two new HCAs : Stacey and Zoe. Zoe was formerly on reception. Both new HCAs can administer flu vaccinations to all patients who have previously received flu vaccination, instead of just the over 65s as last year, and to children.	
3.12	Following an audit of appointment allocation, it is apparent that there is now an insufficient number of pre-bookable appointments available. LM asked if pre-booked appointment take-up is shown in statistics and CR confirmed that these are audited. LM asked if the audit shows trends and CR responded that trends vary depending on time of year, etc. October – March is busy for all types of appointment, which is why the presence and take up of the minor illness clinic appointments is so important.	
3.13	The annual PPG survey is now open on line. CR asked that survey results be available by January. PPG will comply.	PPG
3.14	Flu clinic The next flu clinic will be on 15 October, 8.30am to 11.45am.	
4.	Update on PPG	
4.1	PG provided copies of her report based on her day at Hilltops and offered a resumé for wider distribution. CR and PPG members present all conveyed their appreciation of her time spent and her subsequent comprehensive report. CR added that it had been a pleasure to have her at Hilltops for the day.	
4.2	EC queried the number of prescriptions processed by prescription clerks and whether they include both on-line and prescription requests posted in the surgery. CR confirmed they include all prescriptions. PG had observed prescriptions coming from various points on the day she spent at Hilltops, including those generated by the hospital. CR added that numbers of staff present at any one time can vary although on Mondays there must be 7 present on reception from 8am to 1pm. Of 33 members of staff, Dr Patel and Dr Islam are the only full time GPs, being present 4½ days per week. CR provided a breakdown of hours worked by staff In all department.	

<p>4.3</p> <p>4.4</p> <p>4.5</p>	<p>NAPP Conference SD and BT attended the above in June. BT gave an overview of the conference to those present, including information on items covered such as CCG funding available to surgeries to cover the improvement of existing projects. BT gave as an example a delegate who was developing an App designed to guide patients through various on-line procedures and also for translations, but needed further funding. CR advised that payment for interpreters is provided by the CCG. Applications for funding need to be submitted by the PPG and covered by a business plan. BT confirmed that appointments continue to be the main problem area, as has also been highlighted at local Healthwatch meetings.</p> <p>BT and PC suggested that more PPG members attend next year's NAPP conference, which is expected to take place in the South East and should therefore be more accessible. PPG will discuss this.</p> <p>Teapots A year since Teapots moved to The Church of the Holy Cross, numbers continue to fluctuate. EC reiterated that more personal recommendations are needed and suggested targeting patients attending flu clinics. Agreed that 8am is the best time for this, before queues disperse.</p>	<p>PPG</p> <p>PPG</p>
<p>5.</p> <p>5.1</p> <p>5.2</p>	<p><u>Treasurer's Report / PPG Funds</u></p> <p>There were no expenses to report, the statement showing the same amounts as previous.</p> <p>EC advised that no contract had yet been put in place with The Church of the Holy Cross and therefore no actual rent has been paid by the PPG for the use of the Church facilities for Teapots meetings. EC suggested that a donation to the Church be made from PPG funds. The sum of £50 was agreed. PC will provide a cheque.</p>	<p>PC / EC</p>
<p>6a</p> <p>6a.1</p>	<p><u>AOB –</u> <u>Issues raised by patients during discussions with PPG</u> PPG members conveyed comments that the queue at reception can rapidly grow when a receptionist is dealing with a lengthy or complex matter. Those present suggested that the receptionists call for assistance when this situation occurs so that patients with mobility problems are not kept standing.</p>	

	<p>Those present suggested providing chairs for waiting patients but CR pointed out that this was impractical and, in any case, receptionists are already directed to call for back-up when any patient at reception requires additional time. If this does not happen, CR should be alerted.</p>	
6a.2	<p>CR will request Hilltops maintenance man check that there are hooks on the backs of all loo doors.</p>	
6a.3	<p>Cold water dispensers will not be provided in the waiting area because of the risks of spillage, etc around the dispensers. Drinking water can be provided at any time by reception staff.</p>	
6a.4	<p>Littering of the car park as a whole is the responsibility of the local council. Litter around Hilltops doors is dealt with by the maintenance man on a weekly basis, or occasionally by Hilltops staff if there is a build-up. Parking availability is out of the control of Hilltops.</p>	
6a.5	<p>Following requests for a clearer explanation of the difference between On The Day and Urgent appointments, CR clarified that On The Day is just that and Urgent appointments are booked 24 hours in advance. Further details are available on line.</p>	
6a.6	<p>Any patients experiencing delays with the referrals unit must contact the surgery. There are many and varied referrals and these need to be addressed on a case by case basis.</p>	
6a.7	<p>Patients experiencing delays with the issue of requested letters must chase progress in the event of delays. Patients are told that if they have heard nothing within 6 weeks, this may be an indication of an error which needs to be rectified.</p>	
6a.8	<p>There is no need to alter the opening time – 8am – of on-line booking or stagger it, now that more appointments are available, particularly with the Minor Illness Nurse.</p>	
6a.9	<p>Hilltops practitioners need to carry out six monthly reviews of prescriptions for all patients with chronic conditions, even when these conditions are stable. Often, this need be no more than a telephone consultation, depending on the medication being taken. If a patient has run out of the medication being requested on repeat prescription, adding this information in the on-line form box will ensure any review does not cause delays in renewal of prescription.</p>	

<p>6b</p> <p>6b.1</p> <p>6b.2</p>	<p><u>AOB –</u> <u>Issues raised by PPG</u></p> <p>EC requested to know the two points for improvement required by the CQC following their visit. CR clarified :</p> <p>The first raised procedures when children are brought in for immunisation. The CQC requires precise identification of the person accompanying the child. When registering, patients who will be responsible for arranging children’s vaccinations will now be asked to name the person(s) who will be bringing the child for any immunisations.</p> <p>The second deals with communications from the MHRA - The Medicines and Healthcare products Regulatory Agency, a Government agency, regulates medicines, medical devices and blood components for transfusion in the UK. When certain medications require withdrawal for any reason, urgent emails are circulated to all practices. On receiving such an email, Hilltops must ensure that it promptly contacts all patients who have been prescribed drugs brought to the attention of the MHRA and retrieves them.</p> <p>The reinstatement of a patients’ walking group was suggested. PC considered this to be unnecessary in view of the number of walking groups that are currently in existence in the Hilltops catchment area every day of the week. Some walks are graded, for example those offered by Shenley Walks. CR suggested having a poster placed in reception for Shenley Walks, and this was welcomed by those present.</p>	<p>PPG</p>
<div style="text-align: center;">  <p><i>In conclusion, CR announced that on 21 October surgery staff will be highlighting Breast Cancer Awareness month and, among other promotions, will all be wearing pink for the day.</i></p>   </div>		
	<p>The meeting ended with thanks to all in attendance.</p> <p>The next meeting will be held on Wednesday 04 January 2017.</p>	