

## Minutes of PPG Meeting 07 June 2016

### Present

Shobhna Dave  
Daphne Tibbles  
Kay Crossby  
Dr Shafiqul Islam

Pauline Coulthard  
Sandra Reed  
Linda McComie  
Claire Robinson, PM

Beverley Tavares  
Sue Sullivan

Apologies : Pat Gidley, Elisabeth Clarke, Vinayak Supekar

	ITEM	ACTIONS
1.	<b><u>Minutes of Last Meeting</u></b>	
1.1	Minutes of last meeting on 02 February 2016 were approved.  New members Kay Crossby and Linda McComie were welcomed to the meeting.	
2.	<b><u>News from the Practice</u></b>	
2.1	<b>Enhanced and Non- Core Services:</b> A year ago, surgeries informed the CCG that they were being under-funded for <b>enhanced</b> services eg. anticoagulant (INR Testing). Failing a response, data was provided to support this but to no avail. Following consultations, all surgeries decided that, if this is not reviewed, the surgeries in MK will stop the service, which will instead be done at a hospital clinic.	
2.2	Hilltops is paid £9.50 per patient per test but it actually costs the surgery between £12.50 - £16.00 per test, equating to a loss of approximately £24,000 to the surgery for INR testing alone. Whilst Hilltops should not make a profit, neither should it make a loss.	
2.3	<b>Non-Core</b> comprises services that are provided without payment to Hilltops and which secondary care should be providing i.e. management of leg ulcers, blood tests for leg ulcers etc.	
2.4	It has been established that data quality from patient INR home testing of such conditions is unreliable, and that Portable Appliance Testing (PAT) of the necessary equipment is not possible, leading to risks of incorrect dosage of medication.	

2.5	CR provided comprehensive complaints data and requested that any complaints directed at the PPG be forwarded to her.	
2.6	It was reported that the recent CQC visit went well with only two advisory recommendations made. CQC representatives also spoke with the PPG members present on the day.	
2.7	Avril Thompson (HCA) has left Hilltops, as has receptionist Leslie. Nick Chana is to become a full time HCA. Among reception staff, Zoe is to train as an HCA and Sheila is reducing her hours pending retirement.	
2.8	Dr Chrys is to reduce his surgery sessions from September in the lead-up to his retirement in October 2017.	
2.9	Dr Asad (f) will be joining Hilltops in September.	
2.10	The telephone system update will be undertaken from 20 to 23 June. There will be downtime but this should coincide with protected time, with the 111 facility available to cover. Patients will be made aware. Extra lines will become available together with enhanced information on incoming calls status.	
2.11	FFT results were discussed and copies provided.	
2.12	NHS Choices – Hilltops grading has increased from 1.5 to 3 star.	
2.13	Flu clinics – There will be two Saturday clinics this year. The number of evening clinics is yet to be decided, and October Protected Time could be allocated to flu vaccinations.	
2.14	District nurses are no longer covering home patients' vaccinations so this will be carried out by Hilltops staff.	
2.15	There is a poor uptake of vaccination for carers. CR asked those present for ideas on how we can improve our carers' flu vaccination uptake.	PPG
2.16	Hilltops plans to have two minor illnesses nurses but has had limited response to advertisements.	

2.17	Hilltops is taking part in a pilot scheme alongside four other practices running the Patient Navigation Pathway. Training courses are being provided to staff in order for them to identify the appropriate practitioner for patients at the time of booking their appointments.	
2.18	Preparation of 10 questions for the annual PPG survey are to commence and the survey will run from August to November.	PPG
2.19	Original survey results forms are to be provided to the PPG in order to simplify analysis.	CR
2.20	New patients' paperwork has been made available to the PPG in order for email addresses of those patients wishing to receive news updates to receive it.	
2.21	PPG members have been requested to spend whole days at the surgery in order to obtain a better understanding of the working day. PPG is to advise which four members can be available.	PPG
2.22	A Government sponsored scheme to introduce up to an hour's free wi-fi to patients is to be effected.	
2.23	Those present were provided with information from Milton Keynes CCG concerning Accessible Information Standard which outlines the NHS plan to make health and social care information accessible thereby meeting information and communication support. This will improve outcomes and deliver safer and more appropriate care and services to those who need it	
2.24.	There is to be no change to the 8am commencement time for on-line appointment booking.	
2.25	Patients can now book an additional appointment whilst having an appointment for a separate issue already in place.	
<b>3.</b>	<b><u>Treasurer's Report / PPG Funds</u></b>	
3.1	Copies of the Treasurer's validated report were circulated amongst those present and the various expenses clarified.	
3.2	It was confirmed that, due to the oversight of Hilltops PPG's registration on the part of NAPP and the ensuing lack of communication, our first year's registration has been extended.	

<b>4.</b>	<b><u>Update on PPG</u></b>	
4.1	Agreed that Teapots continues to be a good idea, being a vehicle to offer an alternative to patients who need to talk with the support services rather than seeing a GP.	
4.2	Consideration is to be given to changing from afternoon to morning Teapots.	PPG
4.3	The PPG is to change the frequency of meetings to quarterly in order to contain the workload on such a small group. For the same reason, meeting minutes are to be in a briefer format and will not be emailed to all patients. They will continue to be shown on the website.	PPG
4.4	The meeting day will also be varied in order to accommodate all members. Sub-group meetings will continue as required.	
4.5	Rules will also be drawn up to clarify PPG responsibilities, including the length of time spent as board members.	PPG
4.6	Two PPG members are to attend the June NAPP conference.	SD / BT
<b>5</b>	<b><u>AOB</u></b>	
5.1	Agreed the Gmail account needs to be set up and running in order for the PPG to circulate publicity for Teapots and all other matters. This is particularly important because the PPG does not have the numbers to go into the community to speak with patients, relying instead on e-communication which does, in any case, reach larger numbers.	SD / VS
	The next meeting will be on 05 October 2016 at 18.15.  Those wishing to join pre-meeting discussions can meet prior to this start, from 17.45.	
	The meeting ended with thanks to all attendees.	