

Minutes of PPG Meeting 07 October 2014

Present

Beverley Tavares Pauline Coulthard Daphne Tibbles Sandra Reed
 Elisabeth Clarke Krishna Panthula Vinayak Supekar
 Dr Suri Maddipati for part of meeting

Apologies: Shobhna Dave, Frances Webley, Louise Harrison.
 Dominic Barnes - annual leave.

	ITEM	ACTIONS
1.	<u>Minutes of Last Meeting</u>	
1.1	Minutes of last meeting on 05 August were approved with the exception of item 4.1 which should read 'Dr Krishna Patel has joined Hilltops; confirmation of her joining on a permanent basis is to be confirmed. ' Item 2.16 should also have noted that it was at this point that the Teapots idea was initially raised.	
2.	<u>2014/15 AGM date</u>	
2.1	As the AGM is not due to take place until February 2015, this item will be carried forward to December's meeting.	
3.	<u>News from the Practice</u>	
	6.30pm : Dr Maddipati joined the meeting.	
3.1	It is hoped that a new GP will join the practice early next year.	
3.2	A new practice nurse is to replace Marion Leslie, who is retiring.	
3.3	One of Hilltops' Nurse Practitioners, Emma, has left and it is hoped that her replacement will soon be joining. It was agreed that more emphasis needs to be placed on the services provided by Nurse Practitioners. There are still a large number of patients who are unaware of their presence and of the number of conditions they are able to deal with.	
3.4	Hilltops currently have two long term locums in place.	

4.	<u>Update on PPG</u>	
4.1	<p>In the absence of Dom, the discussion of PPG funds has been carried forward to December. Those present agreed provisionally and in principle that the funds remain in the central fund, provided the Treasurer can be given instant access to them for PPG requirements. It was agreed that further clarification is needed as to what the PPG allowance is intended for, whether or not it is a one-off payment and how it differs from the annual payment to the practice for the presence of an active PPG.</p>	PPG / PC
4.2	<p>Having contacted Councillor Rex Exon with the request that the incorrect information published in the most recent edition of Focus be reprinted correctly, it was agreed that, in the absence of a response at the time of this meeting, this request would be pursued.</p>	SR
4.3	<p>Sandra reported that Councillor Zoe Naylor has recently advised that she continues to pursue the Parish Councillors on the issue of clearing leaves and gritting ice in the car park fronting Hilltops. In the continued absence of the Parish Councillors' agreement to the gritting vehicle being diverted to cover the car park, etc., Zoe will take the matter further to our MP.</p>	
4.4	<p>Krishna offered to further assist by taking up the issue of the car park with our MP and requested that Sandra forward the email trail to date on to him.</p>	KP / SR
4.5	<p>Following an invitation from Blakelands Hospital to the PPG to visit and be shown the facilities available, Dr Maddipati agreed that the practice would have no objection to this. Sandra will accept Blakelands Hospital's invitation on behalf of the PPG and obtain dates.</p>	SR
	<p>Agreed it would be useful for the PPG to have further information on Blakelands in the event of referred patients have any questions about it during Teapots.</p>	

4.6	Discussion followed on the launch of Teapots, scheduled to take place on the day following this meeting. Beverley has created, printed and distributed invitations over the past weeks and Dr Maddipati confirmed that GPs have also been giving out these invitations to the appropriate patients. Beverley has also placed posters in the waiting area within Hilltops and various points locally.	
4.7	Those who will be available gave their confirmation that they will be able to attend the launch.	
5.	<u>Flu clinics</u>	
5.1	Following the cancellation of the children’s vaccinations at the 27 September clinic owing to non-availability of their oral vaccines, these will be carried forward to the remaining clinics, subject to supplies being available.	
5.2	The remaining clinics will be held on Saturday 11 October commencing at 8am (subject to supplies arriving on time), Tuesday 21 October from 4pm to 8pm and Wednesday 19 November from 4pm to 8pm.	
6.	<u>Social media / Diabetes and general healthcare project</u>	
6.1	Vinayak Supekar reiterated his support for the use of social media. He expressed the value of the use of Twitter as an aid to publicity for flu clinics, Teapots, practice and PPG news, views of patients, etc.	
6.2	Whilst it was acknowledged that there is the risk of backlash in the use of Twitter, this presents an opportunity for negative attitudes and remarks to be heard and thereby responded to.	
6.3	Facebook is now almost common to all and has the advantage of being controllable. It has the added advantage of use in groups. The use of social media will be discussed with Dom in December.	
6.4	The PPG Gmail calendar can be utilised to circulate appointment and clinic reminders. These can be set up to appear automatically on phones. Vinayak has offered to set up this facility for interested patients during Teapots afternoons.	VS

6.5	Vinayak would like to use Teapots sessions to offer help to any patients attending who have diabetes and other chronic conditions in the management of their conditions. He proposes demonstrating and offering tuition in the use of phone apps to enable them to record their readings and symptoms both for their own records and during regular consultations.	
6.6	As this is a scheme being promoted by the NHS, Vinayak would like to speak with Amanda Kohli, Hilltops specialist diabetes nurse, on her return and enlist her help.	VS
6.7	Beverley asked if the practice would hold workshops for diabetics. Dr Maddipati agreed that a space could be allocated, possibly on Saturday mornings, subject to availability, and added his support for group sessions. Vinayak expressed his willingness to become involved in such workshops.	
6.8	Dr Maddipati advised that he will consult with Caroline Rose on her return, and Vinayak will in the meantime arrange to speak with Amanda. Beverley pointed out the additional benefit of workshops as a means of supporting all Hilltops GPs.	Dr SM
7.	<u>Any Other Business</u>	
7.1	The meeting discussed an issue recently raised by a patient who has restricted mobility and during a recent consultation was unable to get on to the couch for routine examination. The couch is too high and the one step provided was insufficient. This patient was taken to a nurse's room where there was an adjustable couch which presented no difficulties.	
7.2	The patient has requested that better provision be made for patients with restricted mobility: in the first instance, stepping blocks with two steps instead of the current one step is provided where the couch is not adjustable and perhaps adjustable couches in GPs' consulting rooms.	
7.3	Dr Maddipati agreed to look into the provision of double step blocks. He advised that an adjustable couch is planned for Sylvia's consulting room adjacent reception and, where appropriate, patients seeing GPs can be taken to this room when necessary.	Hilltops

7.4	<p>Sandra asked Dr Maddipati about an apparent arrangement between MK General Hospital and overseas hospitals. A patient was recently admitted to A&E during late evening following a fall and subsequent head injury. As this person is taking warfarin, a scan was necessary. The scan was carried out but, due to the late hour, it was explained that the scan was being emailed to a hospital in Australia in order to obtain results quickly instead of having to wait until morning, and would the patient mind waiting an hour or so for the results. Results duly arrived within that time and indicated that the patient was able to be discharged; a bed therefore remained free and the patient was able to return home in the minimum of time, reassured that all was well.</p> <p>As this was a hospital procedure, Dr Maddipati is currently unaware of any reciprocal agreement. It was therefore agreed to contact MK General / Healthwatch to find out more as this could be an item of positive information that should be made available to patients via, say, the newsletter. Beverley also suggested contacting Healthwatch for any further information. Sandra agreed to do this.</p>	SR
7.5	<p>The meeting acknowledged the resignation of the PPG Chair, Margaret Coultrup.</p> <p>Appreciation of her work and achievements on behalf of the PPG was unanimously expressed together with the good wishes of all present. These will be conveyed to Margaret.</p>	PPG
7.6	<p>Sandra conveyed to the meeting the recent good wishes of former PPG member, Ivor Francis, who remains in contact with Hilltops PPG and expressed his appreciation of recent activities and achievements. He has requested that we keep him on our mailing list so that he continues to receive Minutes, Newsletters, etc.</p>	PPG

	<p>Next Meeting</p> <p>The next PPG meeting will be held on Tuesday 02 December 2014 at 18.15. Those wishing to join pre-meeting discussions can meet prior to this start, from 17.45.</p> <p>The meeting closed with thanks to all attendees.</p>	
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