

Minutes of PPG Meeting 08 September 2015

Present

Shobhna Dave (SD)	Pauline Coulthard (PC)	Daphne Tibbles (DT)
Sandra Reed (SR)	Beverley Tavares (BT)	Elisabeth Clarke (EC)
Vinayak Supekar (VS)	Dr Rebecca Bradshaw GP	Claire Robinson DPM (CVR)

	ITEM	ACTIONS
1.	<u>Minutes of Last Meeting</u>	
1.1	Minutes of last meeting on 04 August 2015 were approved. CVR introduced Dr Rebecca Bradshaw to the meeting. Dr Bradshaw was welcomed by those present.	
2.	<u>News from the Practice</u>	
2.1	CVR reminded those present that, due to relocation, Dr Choudhury left Hilltops on 09 September. Interviews for his replacement are underway.	
2.2	CVR also announced that Dr Clare Fernandez, a trainee GP, has joined Hilltops.	
2.3	CVR explained a ruling that parents' and guardians' proxy access to their children's on-line records are to be deactivated when children reach the age of 11, rather than 16, following guidance published by the RCGP and NHS England. Exceptions will be made with GP approval where appropriate. CVR provided the PPG with a document giving further details of these guidelines.	
2.4	CR drew the attention of those present to guidance from BMA that insurers' requests for medical reports following an accident/incident will only be met with records from the time of the accident/incident and not an entire medical history.	
2.5	Hilltops has the highest number of patients' sharps bins being brought back to the practice among practices in MK with the result that Hilltops is now incurring charges.	

2.6	VS asked if Hilltops can cross-check this. CVR replied that Hilltops is investigating. SD asked what number of bins are returned to other surgeries. CVR replied they have 1 or 2 bins, as opposed to Hilltops' 20+ and that more than 2 are chargeable. The bins cannot go to a hospital for destruction because practices must have a collection contract. CVR is to provide the PPG with an overview of quotes.	CVR
2.7	Caroline Rose is to advise patients that those using sharps bins can only bring in one per week, ensuring they are full as well as not being stockpiled.	CR
2.8	Hilltops is recruiting four more receptionists, one part-time secretary and a GP (to replace Dr Chowdhury). Ads for receptionists and a secretary have been placed in the Citizen.	Hilltops
2.9	There is currently £81 from the sale of books.	
3.	<u>Treasurer's Report</u>	
3.1	PC outlined amounts involved in PPG IT costs. These include the upgrade of gMail in order to distribute large batches of PPG emails, PPG website setup, payment for a local phone number and foreseeable Teapots expenses – refreshments, etc. £55 has been set aside to cover IT startup costs. SD is preparing details of other costs.	SD
3.2	A current statement was provided to VCR.	
4.	<u>Update on PPG</u>	
4.1	SD provided PPG's framed NAPP certificate and asked that CVR have it prominently displayed in the practice.	CR
4.2	EC confirmed that she has now visited The Church of the Holy Cross as the new venue for Teapots. The PPG can use the reception area and a private room is available too for confidential discussions. EC has made posters and is generating publicity via members and church publications. The meeting agreed her suggestion that church members be invited to Teapots, and reminded those present that we need to contact AgeUK, CarersMK and Red Cross with details of the new venue and start date. SD and SR to find contact details.	SD/SR

<p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p>	<p>SD has contacted various Parish magazines who have agreed to place ads for Teapots on behalf of the PPG, free of charge. 4 / 5 parish mags are agreeable to carry ads. It was agreed by those present that newspaper ads, as well as incurring charges, are too small and cannot be relied upon to reproduce the ad requested.</p> <p>BT suggested posters be provided to Head teachers for display in schools, similarly to MacIntyre. EC mentioned children' news books could include TPots news.</p> <p>CVR suggested she contact schools and will supply survey info to be distributed amongst the pupils, to be taken home.</p> <p>The first Teapots at the new venue will be on Thursday 01 October.</p> <p>PPG Media Creation of a PPG website is underway, as are FaceBook and Twitter which will show PPG and Hilltops news items. It will be read only; patients will not be able to enter comments and will show only a 'Like' response facility. Hilltops will continue to deal with any complaints in the usual way. It will show such items as meeting minutes, Teapots updates, practice info eg vaccination clinics.</p> <p>PPG only will have control. Hilltops info can be replicated.</p> <p>Twitter will be used for the occasional promotion of important activity. Info will include PPG contact details.</p> <p>SD and VS will provide a breakdown of costs and further details as the project progresses.</p>	<p>SD / VS</p>
<p>5.</p> <p>5.1</p>	<p><u>Ongoing Hilltops website issues</u></p> <p>In the absence of IT staff at the meeting, it was agreed that PPG will submit an email request for a meeting to go through the Hilltops website in detail in order to bring it up to date and correct errors.</p>	<p>SD / SR</p>

6	<u>AOB</u>	
6.1	Item 3.4, August Minutes, is 'not as yet'(CVR) in place – pending.	CVR
6.2	Item 3.5, August Minutes – Doors are now open earlier, Monday to Friday. Saturday DNAs continue to be a problem.	
6.3	Item 2.7, August Minutes, Kerri Chana, Red Cross, has attended a recent Partners' meeting.	
6.4	Re Partners' meetings, SD suggested to CVR that it would be beneficial for PPG representatives to sit in on these meetings, as given in NAPP guidelines, to listen but not comment. CVR is to advise. SD emphasised this should apply only to admin meetings, not GP patient related discussions.	CVR
6.5	Re 2015/16 survey – work is underway in the preparation of the survey questions and a first draft form prepared by BT was circulated amongst those present as an example of questions considered relevant and differing from last year's survey.	PPG
6.6	Re the MK western expansion – PC and DT are to take part in a conducted tour of the development at the Danstead Way end. They advised that a public meeting concerning the development is to take place on 08 October at Kiln Farm Sports Club, 15.30 onwards, attended possibly by councillors/developers. Access will be one of the topics to be discussed eg underpass. PC will report back.	PC
6.7	EC advised that the building of a school is set to commence in September, with a 12 month build time. EC further advised that there is no funding for a GP practice until 2017. CVR confirmed all MK practices are aware of this.	
6.8	EC queried the maintenance arrangements in place concerning access to the building. The steps are in poor condition, being cluttered with leaves and litter which are hazardous and unsightly. CVR confirmed that no-one is allocated to keep the steps clear or maintain the outside of the building. This item led to further discussions on the care of the public car park, especially during winter months, which remains unresolved. CVR will raise at partners' meeting.	CVR
6.9	EC suggested that Ruby, the pharmacist at the Hilltops pharmacy, be invited to a PPG meeting in order to see if PPG can be of help. This was agreed.	PPG

6.10	<p>The issue of an on-line complaints form was discussed. On checking the website, SD ascertained that the on-line 'Comments and Suggestions' form was being widely utilised by patients for submitting complaints and, in the apparent absence of a specific on-line complaints form, it was understandable that patients would use this alternative route. Other practices have a complaints form. CVR will investigate.</p> <p>SD mentioned the PPG's ongoing Aims and Objectives form which is in the course preparation, using NAPP's advices. BT is working on this.</p>	CVR PPG
6.11	<p>CVR asked for information on the current situation with VS's diabetes clinic.</p> <p>VS has contacted Diabetes UK. A meeting was held at Hilltops on 22 July and VS is preparing notes of discussions. Dr Maddipati has recommended the support of Mrs Munira Khimani at VS's talks. VS has also spoken with Dr Field. CVR will follow up with Dr Field.</p>	VS CVR
6.12	<p>Re new PPG members – SD has had no further responses following initial contact with patients who had previously indicated interest in attending meetings.</p> <p>CVR advised that Dr Islam has one or two patients who have expressed interest.</p>	
	<p>The next PPG meeting will be on 06 October at 18.15.</p> <p>Those wishing to join pre-meeting discussions can meet prior to this start, from 17.45.</p>	
	<p>The meeting ended with thanks to all attendees.</p>	