

Minutes of PPG Meeting 10 January 2018

Present

Shobhna Dave (SD)	Pauline Coulthard (PC)	Daphne Tibbles (DT)
Beverley Tavares (BT)	Sandra Reed (SR)	Sue Sullivan (SS)
Pat Gidley (PG)	Elisabeth Clarke (EC)	Caroline Rose, PM (CR)
Elizabeth Hurry, DPM (ER)	Rebecca Cobley, Reception Co-ordinator (RC)	

Apologies : Jyoti Palmer, Charmaine Richardson

	ITEM	ACTIONS
1.	<u>Minutes of Last Meeting</u>	
1.1	Minutes of last meeting on 01 November 2017 were approved.	
2.	<u>News from the Practice</u>	
2.1	Staffing Those present welcomed Liz Hurry, Deputy Practice Manager, and Rebecca Cobley, Reception Co-ordinator.	
2.2	Health Visitors will no longer receive calls directly to them. Calls will now go via a hub. The auto advise system is to be updated to redirect callers. This is in line with current contact for District Nurses.	
2.3	CR reported that, in line with GP and Health Visitor support, funds have been made available for the placement of CAB representatives at Hilltops and Whaddon surgeries on a weekly basis. Funding for this has been independently provided by means of £2,000 each from Hilltops and Whaddon and £3,000 from the CAB in order to fund this service for the coming year. Start dates are to be confirmed but will be by appointment only, with allocated time being dependent on the subject of the consultation. Appointment days at Hilltops are expected to be on Tuesdays, also to be confirmed. CAB will produce posters, leaflets, etc., offering the service to patients.	
2.4	Dr Taylor, who has been with Hilltops since July 2017, will not become a partner of the practice and will be leaving at the end of January.	
2.5	Munira Khimani, practice diabetic nurse, will be leaving Hilltops in February to join the new Community Diabetes Group in MK. An advertisement for her replacement will be placed.	
2.6	The CCG have commissioned a new physiotherapy provider, Connect, with effect from 19 January 2018, with initial consultation by telephone triage. As a result of this CCG directive, Hilltops physiotherapists Melissa Smith and Belinda Wetherell will be leaving Hilltops ie there will no longer be a physiotherapy service at Hilltops.	

2.7	As from January 2018, 6 week post natal checks for mothers will be carried out by the Practice Nurses while babies' 6 week checks will continue to be carried out by GPs.	
2.8	With effect from 11 January, a pilot scheme (PCP - Primary Care Plus)- in support of various aspects of minor mental health issues such as stress and anxiety is to be introduced into the surgery, with referrals being made by both GPs and nurses. Referred patients will be seen within 28 days.	
2.9	There has been considerable positive feedback to the Hilltops FaceBook page from patients, with good responses to such items as 'Self Help Sunday' which offers support on issues such as seasonal problems and other minor issues. Also well received is photo news as well as updates on any phone problems.	
2.10	Funds raised selling 2017 Christmas hampers amounted to over £500, which is to be donated to Willen Hospice.	
3.	Update on PPG	
3.1	Book and DVD sales in 2017 have reached a total of £131.60, £64.85 of this being attributed to books. It was agreed that £150 will be donated to Willen Hospice, with an amount being retained as PPG funds float.	
3.2	Those present have chosen to support Carers MK in 2018 through further book and DVD sales. Notices will be updated to show the change.	PPG
3.3	BT has been providing hard copies of the annual survey form to waiting patients. In view of the continued absence of the on-line survey form, CR agreed that the deadline for completion of the survey be extended to February 2018.	PPG
3.4	CR will investigate the accessibility of the on-line survey form, its proposed position being considered too difficult to find. PPG members suggested it be placed on Hilltops home page for ease of access.	CR
3.5	PPG members present agreed to CR's request that this year's survey begins in August in order for completion to be achieved by December.	PPG
3.6	The CCG's new NJog texting system start date is to be confirmed. This will enable the texting of items such as Family & Friends surveys. Further uses will be considered.	Hilltops

<p>4.</p> <p>4.1</p> <p>4.2</p>	<p><u>Treasurer's Report / PPG Funds</u></p> <p>PC confirmed receipt of the updated NAPP Affiliation Certificate, which will replace last year's. This was passed to CR.</p> <p>SD will provide a statement of gmail costs.</p>	<p>CR</p> <p>SD</p>
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p><u>AOB</u></p> <p>Ref November 2017 Minutes, item 3.1, in the absence of Jyoti Palmer at this meeting, there is nothing to report on the proposed Nordic Walking group for Hilltops patients.</p> <p>CR requested that JP's offer, minuted item as above, to contact Sports Development includes a request that they contact her direct to discuss the formation of the Nordic Walking Group.</p> <p>SD agreed to contact JP.</p> <p>Ref November 2017 Minutes, item 5, In the absence of Charmaine Richardson (ChR) at this meeting, those present asked if the proposed counselling service is now being advertised at Hilltops. CR advised that, due to the nature of the specific wording required in advertising counselling on issues of this nature, appointments cannot be advertised for general viewing on the JXBoard. Sessions are, however, being advertised on reception, in consulting rooms, on FaceBook and on Hilltops website.</p> <p>CR will also refer to the service in an article being prepared for the next PPG newsletter and confirmed that she is in ongoing contact with ChR.</p> <p>Various website issues were raised, including:</p> <ul style="list-style-type: none"> ➤ No meeting Minutes have been posted since April 2017. This has now been done. ➤ Two outdated PPG Network meetings continue to be displayed within PPG's page. CR advised that an IP address repair will remove these. ➤ No PPG Newsletters have been posted since Spring 2017 ie the Summer Newsletter is still absent. ➤ The difficulty in locating the on-line survey form is to be remedied. <p>PG was unable to attend December's Healthwatch meeting but will be able to attend on Wednesday 07 March 2018.</p> <p>PC queried the current level of DNA costs at Hilltops. CR advised that the figures continue at the same level as previously reported, with failures of patients to attend for minor ops being a particular problem.</p>	<p>JP</p> <p>SD</p> <p>Hilltops</p> <p>CR</p> <p>IT Dept / CR</p> <p>PG</p>

5.6	CR advised that the CCG has requested a list of names of PPG Chairs. SD agreed that her name can be included on this list.	CR
5.7	SD raised the previously discussed matter of meeting with other PPGs in order work together and generally communicate. It was agreed that this could be useful.	PPG
5.8	PC pointed out the number of non-attending members within Hilltops PPG. SD agreed to contact them to confirm whether or not they wish to remain members and receive PPG communications, etc.	SD
	<p>The meeting ended with thanks to all in attendance.</p> <p>The next meeting will be held on Wednesday 11 April 2016 at 6.15pm.</p>	