

Minutes of PPG Meeting 01 April 2014

Present

Margaret Coultrup
Pauline Coulthard
Caroline Rose PM

Sandra Reed
Daphne Tibbles
Dr Suri Maddipatti GP, for 2nd part of meeting

Elisabeth Clarke
Frances Webley

Apologies: Shobhna Dave, Beverley Tavares, Krishna Panthula

	ITEM	ACTIONS
1.	<u>Minutes of Last Meeting</u>	
1.1	Minutes of last meeting on 04 February were approved.	
2.	<u>Update on PPG</u>	
2.1	Margaret Coultrup has spent 14 afternoons between 20 February and 20 March, speaking to patients and obtaining their views by way of the PPG 2013/14 survey. In addition to surveys completed on line and hard copies obtained during the 'flu clinics, Margaret collected 626 hard copies, all of which she has duly uploaded on to the website. The vast majority of results are very complimentary.	
2.2	It was acknowledged that the two ongoing issues remain i.e. appointments and the answering of the telephone. PPG members present expressed their appreciation of Margaret's hard work and dedication to this exercise and the positive changes that can be effected as a result of her achievements.	
2.3	The PPG social events continue and details of the next event will be circulated shortly.	
3.	<u>Update on Congress</u>	
3.1	In the absence of Pat Hair, there is no update. However, Margaret Coultrup reiterated her interest in taking over as Deputy when Pat retires from this post in the summer.	MC / PH

4.	<u>News from the Practice</u>	
4.1	A new minor illnesses nurse, Nellie, has been appointed. Nellie works three whole days a week, including Monday and Friday, which means that on those days there will be two minor illnesses nurses available – both Nellie and Emma.	Newsletter
4.2	It is hoped that the facility to book appointments on line to see either of these nurses will become available in the near future.	
4.3	Hilltops is now fully staffed on reception, in admin and with nurses. Two locums have, however, left because of travel problems and the end of a temporary contract. Dr Krishna Patel's locum cover ceases in September, and Dr Lillian Nwogu leaves at the end of May.	
4.4	Caroline Rose acknowledged that these changes inevitably lead to breaks in continuity of care. It is hoped that the return of GPs in May, July and September will reinstate continuity.	
4.5	On 24 June 2014 electronic prescribing will go live at Hilltops. This applies to prescriptions that are for controlled drugs. Patients wishing to use this new service must sign up with their chosen participating pharmacy thereby enabling their prescriptions to go direct to the pharmacy as and when they become due. Amounts of medication supplied and the frequency of issue will continue to be controlled by NICE. Hilltops will be only the third practice to go live in Milton Keynes. Further details to be advised nearer the time.	
4.6	Numerous charity days are planned for 2014, and Margaret Coultrup has offered to attend the surgery on these days to help with fundraising. Her offer has been warmly welcomed by Caroline. Money raised this year will be for Willen Hospice.	Newsletter
4.7	CR advised that the book fund is now at £112.50. The total amount is to be donated to The Readers' Service. Caroline will prepare a cheque and Frances Webley has agreed to write a covering letter to The Readers' Service to accompany it.	FW
4.8	Having achieved this year's target, a vote was taken to agree this year's charity. It was unanimously agreed that the book fund for 2014 will also be donated to Willen Hospice.	Newsletter

4.9	CR advised that the Friday non-uniform days will cease. It was found to be unpopular with patients who commented that the appearance of staff in casual clothes was confusing.	
	Dr Suri Maddipatti joined the meeting at 18.50 and was welcomed back by the PPG members present.	
5. 5.1	<p><u>Sub Committees</u></p> <p>The sub-group meeting on 26 March covered the outstanding issues to be discussed under AOB in April's meeting. Please see Item 8.</p>	
6. 6.1	<p><u>Survey results / website issues</u></p> <p>The 2013/14 PPG statement has been submitted to Northants CCG for approval. The statement focussed on three concerns which were evident in the survey results : appointments, telephone answering and communication difficulties.</p> <p>Appointments : Hilltops has an advert out to employ an additional GP. Since 12 March 2014 another minor illness nurse has been employed and the on-line appointment booking system is to be further encouraged.</p> <p>Patients also need to have their attention drawn to the availability of the minor illnesses nurses, who would in any case refer them to a GP if they felt it appropriate.</p> <p>Telephone answering: Hilltops are looking at the manpower regarding answering the telephones. Management will also discuss the issue regarding telephone consultations at the regular clinical meetings.</p> <p>It needs noting that there is currently a purpose built room housing six extension stations manned by staff dedicated to the role of taking patients' calls. Calls do not go to the receptionists at the front desk, indeed because of confidentiality issues the CQC will not permit staff on the front desk to take external patient calls - the only calls taken at reception are internal calls. External calls are taken in order. Suggestions had been put forward that recorded messages in the queuing system advise patients of their place in the queue, however this is deemed inadvisable by the experts who provide these systems, having a negative effect on the caller who is waiting.</p>	

	<p>During March 2014, 16,383 calls were made to Hilltops. Of these, only 96 were recorded as unanswered. Unanswered calls i.e. those that have come through the switchboard but not answered after the 1-2-3 option, are to be investigated. On 31 March alone, 835 calls were made via 8 lines – only 3 of those were unanswered.</p>	<p>Newsletter</p>
	<p>A telephone audit is pending which it is hoped will identify the causes of that small percentage of unanswered calls. However on-line booking continues to be the easiest and preferred option, whilst also bearing in mind which practitioner is the most appropriate choice – GP or Minor Illness Nurse.</p> <p>CR reiterated the value of having a PPG presence during surgery times and invited members present to arrange further visits to include time spent with the receptionists in the telephone room, backroom staff, etc., followed by a written report on their observations. PPG are to offer dates, excluding Mondays, this being Hilltops’ busiest day.</p> <p>Communication difficulties: Complaints are dealt with in the guidelines as set out by NHS England (currently being reviewed by them).</p> <p>Staff communication will be addressed during customer service retraining this year. PPG presence in the surgery is aimed to help with this.</p> <p>There have been comments made on survey forms that give voice to an impression that the practice is now run more as a business than a health service for the community. It should be noted that GP practices are indeed businesses, in line with the Department of Health directive requiring them to handle their own budget, etc., but this does not impact on the principles of care, as demonstrated by the positive responses given in the vast majority of this year’s survey forms.</p> <p>Website : CR was provided with a list of corrections and updates that have been found necessary within the Hilltops website. CR agreed to pass this to Dom Barnes to see if he can make the requested changes.</p>	<p>PPG</p> <p>CR / DB</p>

<p>7.</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p>	<p><u>Outstanding issues</u></p> <p>June 2013 Minutes, item 7.4 – CR agreed that PPG members can contact her to arrange a mutually agreeable time to work with reception staff to tidy notice boards, etc., bearing in mind that only NHS notices can be displayed. Notices tend to appear that people just come in and pin up. Anyone carrying out this task should liaise with the front desk receptionists to assess which notices should be removed as not permissible or out of date and which are current and allowed. It was also agreed that notices could be checked for spelling and grammar errors at the same time.</p> <p>May 2013 Minutes, item 6.10 - CR will contact Naomi Fleming to arrange a date for her to attend a PPG meeting.</p> <p>June 2013 Minutes, item 2.6 – Visit to the Pathology Dept, MK Hospital - CR is awaiting more dates.</p> <p>April 2014 Minutes, item 5.6 – Frances Webley advised that all electric wheelchairs and buggies offered by the Lions Fundraising Organisation have now been taken.</p>	<p>PPG</p>
<p>8.</p> <p>8.1</p> <p>8.2</p>	<p><u>Any Other Business</u></p> <p>SR queried the current status of the Walk-In Centre at the Hospital Campus. CR advised that this is now known as MK Urgent Care and the service provided continues. Dr Maddipatti explained that this is the centre that was previously known as MKDoc. CR also advised that there is a walk-in centre in Broughton, open until 8pm, for anyone to use.</p> <p>DNAs</p> <p>SR provided a draft of a poster which PPG members would like to have displayed in the waiting area. It shows a more hard hitting message on the effects of DNAs, in bright eye catching colours. A professional printer is to be sought who can produce this poster in a large size. Funding will be required for this. It was suggested that other PPG members could be asked if they could help produce such a large colourful poster. CR has approved, emphasising that it should be clearly shown that it is PPG generated.</p>	<p>Newsletter</p> <p>PPG</p>

8.3	<p>PPG members are hoping to liaise with other PPGs in Milton Keynes to discuss DNAs and compare ideas for best ways to approach the problem.</p> <p>Appointments – timing and availability</p> <p>Whilst the above, 8.2, is one way of dealing with the ongoing appointments difficulties, there are other aspects which cause problems : practice staff occasional lateness can occur from time to time for a number of reasons – emergency calls, traffic problems, patients going beyond their allocated time during consultation.</p> <p>On the subject of allocated consultation time slots, GPs can, in general, only deal with one issue per consultation. Dr Maddipatti advised that, at their discretion, if a further question arises and time allows, they will include it within the same consultation. Otherwise, a separate appointment must be made in order to avoid delays building up as the day progresses.</p> <p>Child vaccination appointments and the time slots allowed are controlled by Child Health and where only one vaccination is due, a five minute time slot will be allocated. Child Health works to encourage swift progress through vaccination clinics in order to avoid backlogs, which in turn cause distress to babies and mothers alike.</p>	PPG
8.4	<p>Information provided by reception staff</p> <p>This can occasionally be conflicting, particularly concerning patients’ requests for SystemOne passwords. CR agreed that this is an ongoing issue and is being addressed.</p>	CR
8.5	<p>Cleaning</p> <p>Procedures for cleaning screens, chairs and the toilet areas were discussed. CR confirmed that the chairs are wiped every evening, as are desks and screens, using Dettol to avoid any skin irritation to patients. Toilets are deep cleaned every evening and magazines are now regularly changed.</p>	

8.6	<p>Repeat prescriptions</p> <p>It was suggested that the advised waiting time between requesting repeat prescriptions and their availability needs to be standardised. Currently, various sources provide the time in hours, days, etc, and, together with the 3pm cut-off time and weekends, this results in confusion.</p> <p>CR advised that prescriptions ordered through a pharmacy take three working days. Repeat prescriptions collected through the surgery take 48 working hours, bearing in mind the cut off time of 3pm.</p> <p>CR also advised that medication to be taken on the direction of a hospital consultant must also be provided via the surgery. One of the reasons for this is to enable any conflicting medication already prescribed to be assessed.</p> <p>Patients have been widely leafleted over a long period of time on procedures for repeat prescriptions.</p>	
8.7	<p>GP roles</p> <p>Patients have questioned the reasons why Hilltops GPs are all part time, enquiring how the rest of their time is spent.</p> <p>CR explained their various roles which they have in addition to their GP work at Hilltops. Dr Hopeson Alifoe is an ear, nose and throat specialist, and includes this speciality at Hilltops on Thursdays. On Tuesdays he works at the hospital in the ENT department. Dr Shiva Kabir is a fully qualified dentist and also attends one of Hilltops' nursing homes on a weekly basis as do Dr Dewji, Dr Alifoe and Dr Maddipatti. Dr Dewji is also a paediatrician. Dr Bipin Patel has a special interest in cardiology and Dr Aga Kabir has a special interest in women's health. All of these specialities are applied to the GPs' work within Hilltops as well as their outside roles.</p>	

8.8	<p>SR asked if it would be acceptable to publish this information in the next PPG newsletter. CR agreed, adding that she would put together full details in order that this can be done. It was also agreed that this is the type of information that should be added to the section of the Hilltops website that provides information on the staff.</p> <p>The meeting concluded with CR suggesting that, following MC's resounding success with the 2013/14 survey, the 20114/15 survey should commence earlier this year, possibly in June. This was agreed.</p>	<p>CR</p> <p>Newsletter</p>
	<p>Next Meeting</p> <p>The next PPG meeting, will be held on 03 June 2014 at 17.30 for 18.15.</p> <p>The meeting closed with thanks to all attendees.</p>	