

Minutes of PPG Meeting 06 August 2013

Present

Shobhna Dave
Sandra Reed
Frances Webley
Dr M Dewji

Pat Hair
Nicholas Clarke
Elizabeth Clarke
Caroline Rose (PM)

Ivor Francis
Margaret Coultrup
Justine Campbell (APM)

Apologies : Krishna Panthula

	ITEM	ACTIONS
1.	<u>Minutes of Last Meeting</u>	
1.1	Minutes of last meeting on 24 June were approved.	
1.2	PPG continues to try and acquire a list of other PPGs in MK and hopes to do so at the . Pat Hair will try to obtain this information via Congress.	PH
1.3	Three PPG members will be spending a day at Hilltops following the current changes taking place. Caroline will offer dates, probably from October onwards.	CR
1.4	Stewart Wallace, the Commissioning Group Chair, will shortly be invited to attend a PPG meeting in order speak to and provide guidance to the group.	PH
1.5	Shobhna Dave has spoken to the Great Holm Ward representative on the subject of parking and is awaiting further responses. Shobhna will continue to pursue.	SD
1.6	There have been problems whereby Ash (pharmacist) does not always receive repeat prescriptions. Caroline is to look into this but has received no further complaints.	CR
1.7	Margaret Coultrup is now in possession of a letter of authority enabling her to approach schools, etc., introducing herself as a PPG member.	
1.8	The PPG sub-group is to meet to discuss making contact with schools, mothers' groups, etc. It was noted that there is difficulty in locating the Hilltops catchment area on the website. Dr Dewji will investigate and email the link.	MD / CR

1.9	Caroline confirmed that messages are now being widely distributed via updated email lists, in telephone messages and in pharmacies etc., in order to ensure that patients are made aware of the temporary suspension of pre-bookable September appointments and the need to request September's repeat prescriptions in August.	Newsletter
1.10	<p>Imminent system changes will enable Hilltops to text on the next day patients who miss their appointments.</p> <p>It was suggested and agreed that advice on procedures for cancelling appointments could be included in the next Newsletter.</p>	PPG newsletter
1.11	The sit and wait appointments for blood tests in currently suspended pending the introduction of the new system.	PPG newsletter
1.12	<p>Reference February Minutes, point 2.2, and June Minutes, point 1.12, the possibility of incorporating a 'required fields' facility into the on-line prescription request form was again raised and continues to be outstanding. It is hoped that System 1 will enable on-line prescription requests to be more easily completed, with current medication displayed on screen.</p> <p>It was suggested that advice on completing the form be added to the next Newsletter, and this was agreed.</p>	DB PPG newsletter
1.13	The meeting was advised that electronic prescribing is pending. Meanwhile, EMIS access is now off line as of 01 August as part of the system changes.	Newsletter
1.14	The subject of changes / amendments to the Minutes was discussed and it was agreed that any changes will be discussed and agreed amongst PPG members before being implemented. Minutes will initially be distributed in a clearly marked draft form and if, after one week, there are no changes requested, the Minutes will be submitted to Hilltops in pdf format.	PPG

2.	<u>Update on PPG</u>	
2.1	Ivor Francis and Shobhna Dave are to commence discussions on questions to be included on the next patient survey form.	IF / SD
2.2	Caroline confirmed that the virtual group email address list has been recovered, albeit minus ages of patients. Caroline will pass this list to Ivor who will work with Shobhna to rebuild the list to include dates of birth. This information enables Ivor to analyse survey results more effectively.	CR / PPG
2.3	Ivor suggested the PPG send a message thanking those patients who have responded to the request to provide their details.	PPG
2.4	The PPG is currently looking for a person to produce a quarterly newsletter. In June's Minutes, it was incorrectly stated that Krishna was taking on this responsibility (ref. 7.8). Krishna has kindly agreed to take on the task of printing PPG documents, and PPG sub-group members apologise for this misunderstanding.	PPG sub-group
2.5	Caroline is still awaiting future dates for PPG members to visit the MK General Hospital pathology Department.	CR
2.6	The offer of PPG giving practical help to Hilltops was reiterated, this being one of the functions of PPGs. This offer currently includes the tidying up of the many and varied paper notices around the waiting room walls. Dr Dewji agreed they are unsightly, but mostly temporary and will disappear when the new screens are installed and running. Caroline will bear the offer of help in mind.	CR
3.	<u>Update on Congress</u>	
3.1	Pat Hair advised that of the 27 GP surgeries in Milton Keynes, only 13 are participating at Congress, whereas one person from each practice is needed in order to reach a wider population across Milton Keynes. Further to the question as to how to get other surgeries involved in participating at Congress, as encouraged by the Care Quality Commission (CQC), Congress is putting together an information package for the remaining 14 GP practices for discussion.	PH / PPG
3.2	In order to make contact with new mothers, Caroline suggested that Margaret liaise with the Health Visitors, in preference to direct contact with midwives, who spend much of their time out on rounds. Pat will follow this up.	PH

4.	<u>News from the Practice</u>	
4.1	Staff training in System 1 commences on 19 August. As shown on posters, the surgery will be closed every day between 1300 and 1400 for this purpose for two weeks from that date.	Newsletter
4.2	For the first two weeks of September, posters are to be displayed on consulting room doors during implementation of the new system explaining that consultations may take a little longer while staff become proficient in its use, and asking for their patience in the meantime.	Newsletter
4.3	Complaints are already being received following the distribution of emails advising of imminent changes.	
4.4	The use of the word 'patient' when referring to people registered with Hilltops was discussed following reservations as to the appropriateness of such a title. It was generally agreed that it is an acceptable, long established title and should remain.	
4.5	In addition to Dr Kirpilani's leave from next month, Dr Field and Dr Hematilaka will also be taking maternity leave from November and December respectively. In order to provide adequate cover, a lady locum will be joining the practice part-time from the end of September until January. Two further locums are also expected to join.	Newsletter
4.6	Concern was expressed in view of the understanding that locums would no longer be used following complaints from patients. Dr Dewji explained that whilst it is inappropriate to have locums for just a matter of a day or two, the use of long term locums is acceptable and unavoidable. Recruitment of GPs is a problem, particularly in Milton Keynes, with established towns and cities being the preferred option.	
4.7	Hilltops is to recruit three more admin staff in mid August as well as two additional part time reception staff. Two GP trainees will be joining Hilltops on 09 August.	
5.	<u>Sub Committees</u>	
5.1	Meeting dates for various topics are to be agreed and it is hoped these can take place before the next PPG meeting	PPG sub-group

6.	<u>Any Other Business</u>	
6.1	On the subject of pharmacy opening hours, Shobhna is awaiting an opportunity to discuss these with Ash, the pharmacist. In the meantime Caroline advised that the pharmacy at Shenley is shortly to commence opening from 0700 to 1900.	SD
6.2	Further to earlier questions as to the amount of medication in any one prescription being written for a longer period of time, Dr Dewji explained the restrictions imposed on this. The maximum amount of time any medication can legally be prescribed via repeat prescription is three months. For larger amounts, patients must speak with a GP. A leaflet is available from reception explaining repeat prescription procedures, alongside website information.	Newsletter
6.3	Dates of future PPG meetings will be more clearly displayed on the new screens later this year.	Newsletter
6.4	A request was left in the PPG suggestion box that copies of minutes be left next to the input screen where patients check in for their appointment. Caroline agreed to this.	PPG / Newsletter
6.5	The next 'flu clinics will be held on 12 and 26 October 2013. Caroline reiterated that no invitation letters will be sent out. Unfortunately, Hilltops will not after all have students available to 'phone patients. Where email addresses and mobile numbers are available, messages will be sent. Notices will be displayed in the waiting area, in the pharmacy and attached to prescriptions.	Newsletter
6.6	As agreed at June's PPG meeting, a more active presence by PPG members at these clinics might encourage patients to become involved in the PPG. The PPG will be offering tea and coffee, provided by Hilltops, thus enabling the opportunity for patients to stay and chat with PPG members. It is hoped that a laptop may be available during these clinics so that PPG members can demonstrate to patients the various on-line facilities available on the Hilltops website.	PPG/Newsletter
6.7	Frances Webley enquired as to the amount to date available from book sales; has it reached £50 yet? Caroline advised that there is now just over £75.	

6.8	It is noted that the available supply of books used in order to change around those in the PPG bookcase is no longer in the cupboard where it was previously stored. It was suggested that the PPG include requests for donations of books at the 'flu clinics, by which time it is hoped there will be enough storage space.	PPG/Newsletter
6.9	Elisabeth and Nicholas Clarke commented on the standard of spelling on some of the notices displayed in the waiting area and offered to proofread future notices. Their offer was welcomed and accepted by Dr Dewji and the other PPG members present.	EC/NC
6.10	<p>The failure of patients to attend appointments continues to be an issue. Pat Hair suggested displaying the cost to the NHS of missed appointments might be worthwhile. Ivor suggested adopting some of the ideas resulting from research into such issues such as using more positive wording on DNA notices.</p> <p>Both suggestions are to be considered but it was also confirmed by Caroline that following the introduction of System 1, patients who have provided their mobile numbers will receive texted confirmation of an appointment upon booking. Dr Dewji confirmed that Saturdays are 15% to 20% worse than the rest of the week in spite of emails and texts.</p>	
6.11	The question was raised as to the future of Holmwood School. In spite of there being no information available, it has been suggested that half of the pupils are to be allocated to Loughton and half to Two Mile Ash. Further, no new headteacher has been recruited following the retirement of the former head. If this closure of the school is likely to happen, would Hilltops expand into the former Holmwood School building ? Dr Dewji agreed that this would be beneficial but as no information is available, there are no plans for this.	
6.12	This led to the subject of parking, which is noticeably easier during school holidays. With only 20% of Holmwood pupils being local, the remaining 80% are brought to school mainly by car.	
6.13	School changes are imminent, however, with Two Mile Ash Middle School becoming an Academy with resulting expansion, although the local Environmental Group is pressing for any additional parking space to be in-house, thereby reducing impact on the surrounding area. Shenley Brook End School is also expanding.	

6.14	It was agreed that PPG meetings will be held every two months instead of every six weeks, thereby enabling more time for agreed actions to be implemented. Meetings will continue to be held on Tuesdays.	Newsletter
6.15	CMWL– staff training is underway and building work is being considered.	
6.16	With regard to the Mental Health Commissioning Group, North West London has taken over responsibility for Milton Keynes mental health care. Cost implications of out of area care and length of stay are under consideration.	
6.17	Campbell Centre has had a second visit from the CQC who have acknowledged some improvement but there is still work to be done and the Centre remains under special measures.	
6.18	<p>MK Hospital Liaison Service is now fully staffed and has been for the past 8 weeks. Trained mental health nurses are available at all times.</p> <p><u>Next Meeting</u></p> <p>In view of system changes and the resulting disruption, the next PPG meeting will now be held on 08 October at 18.15.</p> <p>The meeting closed with thanks to all attendees.</p>	