

Minutes of PPG Meeting 08 October 2013

Present

Shobhna Dave
Sandra Reed
Krishna Panthula

Pat Hair
Frances Webley
Dr Aga Kabir (GP)

Margaret Coultrup
Beverley Tavares
Caroline Rose (PM)

	ITEM	ACTIONS
1.	<u>Minutes of Last Meeting</u>	
1.1	Minutes of last meeting on 24 June were approved.	
1.2	Other PPGs in MK	PH. Ongoing
1.3	Three PPG members to spend a day at Hilltops – As agreed with Caroline Rose, PPG members to agree dates, any time in November except 06 November and excluding Mondays.	PPG, Sub-Group
1.4	CGC Chair to speak at a PPG meeting - Mr Wallace is no longer available to attend a PPG meeting. Pat Hair will try to find an alternative speaker.	PH. Ongoing
1.5	Parking continues to be an issue and no means of easing congestion has yet been found.	Ongoing
1.6	Repeat prescriptions at pharmacy - No further problems, Ash is now receiving prescriptions as appropriate.	Completed
1.7	Introducing the PPG to schools - Following enquiries, Margaret Coultrup has been advised that she will be unable to distribute PPG literature on school premises but she and other PPG members will be welcome to stand at school gates and approach families to raise awareness of our purpose and meetings.	MC / all PPG members Completed
1.8	Details of the Hilltops Medical Centre catchment area have been located on their website and are available to everyone. See 'New Patients', select 'Patient Registration' in the drop down menu.	Completed
1.9	Suspension of pre-bookable appointments pending system change.	Completed
1.10	Missed appointments / cancelling appointments procedures	Ongoing

1.11	Sit and wait for blood tests	Ongoing
1.12	'Required fields' facility in on-line prescription request form - In the absence of Dom Barnes from October's meeting, this item remains outstanding.	DB
1.13	Electronic prescribing is pending. Meanwhile, online prescriptions requests are now available.	Newsletter
1.14	Minutes will initially be distributed in a clearly marked draft form to those PPG members attending that meeting and if, after one week, there are no changes requested, the Minutes will be submitted to Hilltops in pdf format. -	PPG. Completed
2.	<u>Update on PPG</u>	
2.1	Ivor Francis and Shobhna Dave have prepared and completed the new PPG survey form. In the first instance, copies will be distributed by PPG members to patients at the flu clinics.	PPG
2.2	Caroline reminded the meeting that the preferred survey form is on-line and systems are in place to process these rather than hard copies. PPG members pointed out that many patients either have no internet access or simply prefer hard copies and to overlook these people means that a substantial group will be omitted. Caroline agreed to Krishna's suggestion that he and PPG members upload information on to the Hilltops on-line version from hard copies. Krishna has agreed to provide up to 500 hard copies in preparation for the 'flu clinics and the rest can be copied on Hilltops' copier.	KP / PPG, S-G
2.3	The virtual list is complete. Only emails are shown, but it was agreed that this will be sufficient. This list will be used so that a virtual email can be sent to all patients who provide their email addresses and complete the survey, thanking them for this information.	
2.4	Beverley Tavares will shortly commence producing the next PPG newsletter. Margaret has agreed to approach printers so that Beverley's work can be presented in an eye-catching, easily readable format.	BT / MC

2.5	Caroline provided to the meeting a copy of an old newsletter that a patient had brought in to the surgery, on which he had made numerous corrections to spelling, grammar and punctuation. In order to avoid us being prey to such criticism in the future, it was agreed that, as with all Hilltops / PPG literature, notices, posters, etc., the newsletter will be proofread, the reader inevitably spotting something that the writer misses. Sandra will take on this role.	SR
2.5	Caroline is still awaiting future dates for PPG members to visit the MK General Hospital pathology Department.	CR
2.6	Caroline has agreed to the presence of PPG members during normal surgery times to talk with patients, explaining such things as appointment procedures, the telephone system, etc. It was agreed that clarifying such issues will assist the receptionists and all staff by easing the current pressures on them and providing a point of contact for all patient concerns, which will, as appropriate, be noted and discussed at PPG meetings.	PPG
2.7	In order to further facilitate this new arrangement, Caroline has offered to provide a PPG desk, which was enthusiastically accepted by the PPG. From this base, members can distribute newsletters, surveys, etc., as well as making contact with a wider group of the local community. PPG will email names of those members who will be manning the desk and Caroline will have name badges made up.	CR
2.8	The PPG will hold a sub-group meeting to discuss a suitable rota system to man the new PPG desk.	PPG
2.9	The PPG is continuing to arrange social events, the first being a visit to the cinema in the Xscape building on Wednesday 16 October to see Carlos Acosta in Don Quixote. Discussions for a Christmas meal get-together are also underway.	PPG
2.10	The PPG Annual General Meeting is to be held in the New Year. Exact date to be agreed.	CR / PPG

<p>3.</p> <p>3.1</p> <p>3.2</p>	<p><u>Update on Congress</u></p> <p>Pat needs a deputy for Congress by way of a handover pending the statutory end of her two year post in six months' time. Meetings take place in Bletchley, near the railway station, on the third Wednesday of every month, 17.30 – 20.30. This post offers a good source of information on current NHS services. At Krishna's request, Pat explained the role of Congress. As the result of a government initiative, all surgeries have a representative at Congress where the commissioning process is discussed, which consists of commissioning services for the forthcoming year. The commissionings are based on Project Boards (Pat sits on the Mental Health Project Board) and these boards look into strategies, finance, etc. Because GP surgeries are represented at Congress, the interests of their respective patients are well represented. Both Margaret and Krishna expressed an interest and will consider their respective schedules in order to see if they could take on this role. Pat will provide them with further information.</p> <p>Pat Hair advised of a talk at the last meeting on a Public Health Conference discussing their no smoking policy. This conference advised that there is a designated person in GP surgeries to advise on giving up smoking. Pat asked if Hilltops has such a person and Caroline confirmed that there is an adviser, Carol, who holds clinics on Wednesday and Saturday mornings on referral for smokers requesting her help. There have in fact been smoking clinics available for some time.</p>	<p>MC / KP</p> <p>PH</p>
<p>4.</p> <p>4.1</p> <p>4.2</p> <p>4.3</p>	<p><u>News from the Practice</u></p> <p>Staff training in System 1 commenced on 19 August. The training went very well and staff are now proficient in its use.</p> <p>Hilltops has recruited three more admin staff as well as two additional part time reception staff. Two GP trainees have also joined Hilltops until December.</p> <p>Caroline asked that Beverley include in the next newsletter the procedures for repeat prescriptions e.g. allowing 72 hours before collecting, only requesting medication that is on repeat prescription rather than prescribed by hospitals, etc. Caroline will send the appropriate information for Beverley to use.</p>	<p>Newsletter</p> <p>Newsletter</p>

<p>5.</p> <p>5.1</p> <p>5.2</p>	<p><u>Sub Committees</u></p> <p>Meeting dates for various topics, including the rota for the manning of the new PPG desk at Hilltops and the forthcoming AGM, are to be agreed. These will take place before the next PPG meeting</p> <p>The question was raised as to whether the new system could provide information on the ratio of available appointments in any given timeframe to appointments requested. Caroline confirmed that this information is now available and she will bring a print-out to the next meeting.</p>	<p>PPG sub-group</p> <p>CR</p>
<p>6.</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p><u>Care of Hilltops patients following major surgery</u></p> <p>The PPG asked what support is available from Hilltops for patients and their carers following discharge from hospital after major surgery. Concern was expressed that patients who are still quite unwell are leaving hospital and placed in the care of family or friends who are in turn faced with the prospect and responsibility of continuing their care and administering the various medications required.</p> <p>Caroline explained the government directive which requires patients to leave hospital as quickly as possible and has led to problems such as this, and the district nurses are overrun as a result. She suggested that this is an issue for Congress.</p> <p>Pat Hair offered to take this up with Congress and will report back.</p> <p>Caroline advised that hospitals will 'phone GP surgeries when they discharge their patients who require ongoing treatment such as the changing of dressings, and this request is passed to the district nursing team. Whilst letters are sent to GPs in respect of every patient on discharge from hospital, this does not automatically generate a visit. However, Dr Kabir confirmed that if the hospital considers further care is required, it is their responsibility to alert the GP surgery in order for them to make appropriate provision.</p>	<p>PH</p>

6.5	Dr Kabir further advised that an intermediate care team is available to support patients, as is the telephone consultation service. District nurses can visit patients as necessary to assist those who are unable to manage their medication e.g. those patients who are partially sighted and requiring regular administration of eye drops. Palliative care visits are carried out routinely.	
6.6	Dr Kabir assured the PPG that all GPs will make home visits to those patients genuinely requiring such a service. Duty doctors will carry out a triage for a home visit.	
7.	<u>Ongoing telephone / appointment issues – directives</u>	
7.1	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. 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.	
7.2	There continues to be a wide variety of appointment options available, including time allocated for urgent / same day appointments. It is acknowledged that the efficiency of this system would be more fully utilised if it was used only by those patients who genuinely needed an appointment i.e. fewer calls that result in a DNA.	
8.	<u>Any Other Business</u>	
8.1	Current pressures have prevented Shobhna from discussing pharmacy opening hours with Ash. As soon as time constraints allow, Shobhna will arrange to meet with him.	SD
8.2	The PPG cannot have its requested email address on System1. Caroline explained that the PCT directive on data protection must be adhered to, and this includes access to the system by anyone other than Hilltops staff. This being the case, the PPG will retain the gmail address created by Shobhna as a means of communication between patients and the PPG. A rota for manning this mailbox will be agreed at a forthcoming sub-group meeting.	

8.3	The new screen in the waiting area is continuing to be updated with additional information. This will include the dates of future PPG meetings. Caroline requested a list of the revised dates and it can now be confirmed that these are: 03 Dec 2013, 04 Feb 2014, 01 April 2014, 03 June 2014, 05 Aug 2014, 07 Oct 2014, 02 Dec 2014.	DB
8.4	Copies of minutes are now being left next to the input screen where patients check in for their appointment, as requested. Supplies are being regularly replenished and available for a month following a PPG meeting. All minutes are available on the Hilltops website.	Newsletter
8.5	The next 'flu clinics will be held on 12 and 26 October 2013. Texts have been sent to patients who have provided their mobile numbers, while other patients have received their invitations by 'phone from staff who attended on Saturday mornings in order to do this. Posters have also been widely distributed by the PPG.	
8.6	It is hoped that the presence of PPG members at these clinics might encourage patients to become involved in the PPG. The PPG will not after all be offering tea and coffee. It was agreed that this could be impractical, but PPG literature and survey forms will be offered, providing the opportunity for discussions.	PPG
8.7	The amount to date available from book sales has now reached £89. The current charity that will receive the sum of £100 when this is achieved is The Readers' Service which provides volunteer readers to the blind or partially sighted in Milton Keynes.. No further supplies of books are needed for the time being.	Newsletter?
8.8	Data on the number of appointments made but not kept by Hilltops patients (DNAs) is now available via System 1, and a print out was provided by Caroline, who reiterated Hilltops' policy of removing patients from Hilltops' patient list after appropriate warning following three unexplained DNAs. Persistent DNAs effectively amount to a breakdown in communication between patient and doctor, leaving no other option.	
8.9	Patients are now texted immediately after booking an appointment, followed by a reminder text or phone call on the day prior to the appointment, as long as they have provided their mobile numbers. Cancellations can be made by text, email and voice mail. System 1 texts patients following missed appointments.	

8.10	<p>In view of the above, the PPG reiterated its support of Hilltops' procedures on DNAs. Support was also expressed for the inclusion of the cost to the NHS on the DNA statistics posters. Caroline explained that this could only be an average because the various professionals have different costs allocated to their time. In total, missed appointments in September alone accounted for 41 hours 30 minutes' of lost consultation time. In this time, 413 appointments could have been given to other patients. Of particular concern is the fact that 36 of September's missed appointments were apparently urgent and 33 were among appointments made available for release on the same day. The PPG agrees that this level of casual indifference to the needs of fellow patients is untenable.</p>	Newsletter?
8.11	<p>The PPG asked for clarification on the use of the funds allocated to GP surgeries who have an active PPG. Caroline confirmed that whilst the allocation of these funds can be discussed with the PPG, they have no entitlement to any of it.</p>	
8.12	<p>Additional entry to Hilltops in order to free up the ramp for buggies was suggested by way of steps facing the main doors between the ramp and the existing steps. This was decided against because of cost, risk to children who may run down them and straight into the car park, the fact that the steps would meet the redway and various other factors. The option to widen the ramp has already been discounted because of cost.</p>	
8.13	<p>PPG members requested an earlier start to the PPG meetings in order to allow more time for discussion. This was agreed although Hilltops staff will be unable to join the meeting until the current start time of 18.15. Some members who cannot leave their places of work any earlier will also continue arriving at the current start time, so the additional time will be given to preparation for the meeting and this will commence at 17.30.</p>	
	<p><u>Next Meeting</u></p> <p>The next PPG meeting at Hilltops will be held on Tuesday 03 December at 17.30 for 18.15.</p> <p>The meeting closed with thanks to all attendees.</p>	