

## Minutes of PPG Meeting 10 February 2020

### Present

Shobhna Dave (SD)	Pauline Coulthard (PC)	Daphne Tibbles (DT)
Susan Sullivan (SS)	Beverley Tavares (BT)	Sandra Reed (SR)
David O'Donnell (DO'D)	Dr S Maddipati GP (Dr M)	Nigel Meadows PM (NM)

	ITEM	ACTIONS
1.	The Minutes of the last meeting were agreed. Introductions were made and those present welcomed the new Practice Manager.	
2.	<b><u>News from the Practice</u></b>	
2.1	Following the departure of the previous Practice Manager, the role is now held by Nigel Meadows. Dr M explained that there is currently no Deputy Practice Manager and, among other management restructuring measures under consideration, the role of DPM may be abandoned.	
2.2	Dr Alifoe has now retired and two new salaried GPs have joined Hilltops. Dr Akusu (f) has already commenced consultations and is currently building her hours up to 3 days per week. Dr Nawaz (f) will be joining in 10 days from the date of this meeting.	
2.3	The planned management restructuring includes the employment of additional staff.	Hilltops
2.4	<u>Out of Area patients.</u> The surgery will consider requests by existing patients who move away but wish to remain on the list, subject to health considerations. Currently Hilltops cannot accept OOA requests from people who are not already registered here.  Hilltops is now receiving 15 – 20 new patient requests daily and, as of 13 February 2020, the list size stands at 17,196.	
2.5	Uptake of this season's flu vaccination has been good but further promotion is still needed. Numbers of patients vaccinated at other pharmacies, however, are not clear because chemists carrying out flu jabs are slow to report back to surgeries.	
2.6	NM advised that Hilltops' zero tolerance policy has been elevated to one warning only ie the first warning is to be the final warning.	
2.7	NM is in the process of overhauling the DNA (Did Not Attend) policy which is aimed at reducing the number of unattended appointments. Patients are to be prevented from making last minutes cancellations and rebooking. Patients who cancel with less than 1 hour's notice do not give Hilltops sufficient time to rebook the space and so such late cancellations will be treated as a DNA.	NM

<p><b>3.</b></p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p>	<p><b>March meeting with CCG</b></p> <p>PPG's concerns with the 'one issue per consultation' policy were briefly discussed in advance of meeting with the CCG in March which has been arranged in order to go over this subject.</p> <p>Dr M advised that there is no hard and fast rule to this policy and it is one that has been adopted by most surgeries, and agreed that 10 minutes per consultation were not enough.</p> <p>It was generally agreed that, whilst patients could be provided with the facility to book longer appointments, such a facility could be open to abuse.</p> <p>SR pointed out that, when this issue was first raised by the PPG, they were told that it was a CCG directive. The CCG, however, have stated that they have not issued such a directive and it has been adopted by GP practices autonomously.</p> <p>All present having agreed that there was no obvious answer, it was decided to leave further discussion until the March meeting when all points raised in the PPG's comprehensive letter voicing their concerns to the CCG can be discussed in detail.</p> <p>Dr M mentioned that the PCN (Primary Care Network) is looking at future on-line access for patients such as consultations, which may offer a partial solution.</p> <p>Meanwhile, the PCN is adopting Hilltops website design and Dr M requested that this information be included in the PPG's next Newsletter.</p>	
<p><b>4.</b></p> <p>4.1</p> <p>4.2</p> <p>4.3</p>	<p><b>Update on PPG</b></p> <p>There was no PPG representative at the last Network meeting and no Minutes of that meeting have yet been received. An update is therefore pending. The next Network meeting will take place on 13 February and the Hilltops PPG representative (SR) will be attending.</p> <p>SR reported that, whilst the PEE (Patient Education Evening) event held on 16 January 2020 at Watling Vale Medical Centre was very well attended, there were no places allocated to Hilltops patients and it was clear that no invitations had been distributed by Hilltops.</p> <p>The subject of January's PEE was dementia/stroke/older people, and comprised a comprehensive talk by a consultant neurologist followed by a lengthy and informative Q&amp;A session. SR pointed out that Hilltops patients and their carers would have gained considerable helpful information from this event and it was regrettable that they missed this opportunity.</p> <p>Dr M agreed that this will in future be promoted and invitations will be sent to patients as appropriate. SR will provide dates of future PEEs to Dr M.</p>	<p>Hilltops/ SR</p>

<p><b>5.</b></p> <p>5.1</p> <p>5.2</p> <p>5.3</p>	<p><b>Action items</b></p> <p><b>Item 4.5 November</b> : The possibility of on-line appointments with the Urgent Care Team is not something being considered at the present time for various reasons. Time needed for each of such appointments varies widely and the selection of the appropriate Team clinician for such consultations is also a factor.</p> <p>SD queried the possibility of on line appointments with the resident pharmacist.</p> <p><b>Item 4.7 September</b> : Patients arriving at 7am to book on the day appointments are generally assessed on arrival in order to ensure that those requiring an urgent consultation are given priority for available appointments with the Urgent Care Team. Patients unable to get an early morning appointment in this way can generally be seen later in the day.</p> <p><b>Item 6.6 September</b> : It was generally agreed that 15 minutes would be preferable for patients as a whole but is not currently workable because of patient numbers.</p>	
<p><b>6</b></p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p><b>Treasurer's Report</b></p> <p>PC advised that, of PPG funds, £341.72 is banked and £63.97 remains in the PPG's book and DVD sales cash tin.</p> <p>A further sum of £400 has been sent to Carers MK, this being the promised donation of 60% of PPG book and DVD sales, the remaining 40% being allocated to expenses.</p> <p>PC requested that a search be carried out for the letter of thanks from Carers MK which should by now have been received at Hilltops. This is required to be displayed on the PPG's noticeboard. NM agreed to do this.</p> <p>The PPG is in the process of the annual renewal its NAPP membership. It was agreed that Hilltops will cover the cost of this.</p> <p>SD reminded Dr M and NM that other surgeries have GPs/Practice Managers attending the annual NAPP conference alongside their PPG members, and asked if Hilltops would reconsider their previous reluctance to also attend. Dr M agreed to consider.</p>	<p>NM</p> <p>Hilltops</p>
<p><b>7</b></p> <p>7.1</p>	<p><b>Any Other Business</b></p> <p><b>Future PPG meeting dates</b></p> <p>It was agreed that the content of the next scheduled PPG meeting on 04 March will be changed to a meeting dedicated solely to a discussion with the CCG representative who will be in attendance. SD and SR as Chair and secretary respectively have confirmed their attendance. It was emphasised that this is the only alteration and the meeting is open to all PPG members as usual.</p>	

7.2	The next routine PPG meeting will be on Wednesday 01 April at 1700hrs and will include the AGM. PPG meetings will be at 8 weekly intervals thereafter. It was agreed that Wednesday at 1700hrs is a day and time that currently suits the majority.	SJD
7.3	<b>PPG annual survey</b> NM advised that there is no longer a requirement for the submission of an annual statement and report by the PPG. He would, however, welcome an annual PPG survey. SD agreed to provide a sample of the past patient questionnaire format in order for any updates to be made.	SD
7.4	<b>Receptionist training</b> NM will meet with Reception Manager Deborah to ensure reception staff are aware of current procedures for directing patients to appropriate clinicians and for booking blood tests.	NM
7.5	<b>Dr Kohli Initiatives</b> Dr Kohli is promoting Park Runs to patients where appropriate. Dr M requested that this be included in the next Newsletter.  Dr Kohli is also planning to form a crochet group for patients, and news of this will also be included in the Newsletter. Patients wishing to take part in either or both of these activities should contact Dr Kohli via the surgery.	SR
7.6	DO'D questioned the value of arriving at the surgery at 7am to get an appointment, especially when a situation arises where a patient who has arrived at 7am and been given a card to bring on return at 8am, finally gets to reception at 8am only to be told there are no appointments left. This procedure can be repeated numerous times over many days.  NM agreed that the situation needs to be discussed.  Dr M advised that alternative surgeries should be offered in these circumstances, and these include Wolverton and Brooklands.	Hilltops
<b>8</b>	<b><u>Next PPG meeting</u></b>	
8.1	Wednesday <b>04 March 2020</b> at <b>1700 hrs</b> <b><u>for a discussion with the CCG only.</u></b>  <b>Wednesday 01 April 2020 at 1700hrs, and this will include the AGM.</b>  The meeting ended with thanks to all those in attendance.	