

Minutes of PPG Meeting 04 September 2019

Present

Shobhna Dave (SD) Pauline Coulthard (PC) Daphne Tibbles (DT)
 Beverley Tavares (BT) Susan Sullivan (SS) Sandra Reed (SR)
 Elisabeth Clarke (EC) Jennie Herbert (JH) David O'Donnell
 Samantha Duffin, PM (SJD)
 Apologies: Pat Gidley; Linda McComie

	ITEM	ACTIONS
1.	The Minutes of the last meeting were agreed by those present.	
2.	<u>News from the Practice</u>	
2.1	Agreed that, for the time being, Minutes will not be shared between the Network practices. News items, questions, etc., can be exchanged between Practice meetings and Network meetings (<i>the Network comprises Watling Vale Medical Centre, Stony Stratford Medical Centre and Hilltops</i>) and vice versa thereby keeping documentation to a minimum.	
2.2	Dr Alifoe is nearing retirement and will be leaving Hilltops at the end of December 2019. Those present expressed their thanks and appreciation of the care and attention they have received from Dr Alifoe during his time at Hilltops as well as the interest he has shown in the PPG, having regularly attended PPG meetings.	
2.3	Recruitment of two prospective GPs is being considered, on either a salaried or fixed share basis.	
2.4	These placements could commence with locum work, possibly in January, while they consider becoming permanent.	
2.5	Dr Babilola has now left Hilltops. Dr Bradshaw is due to return at the end of October.	
2.6	Commencement of new flooring is underway with three rooms now completed and reception being done towards the end of the project. The new flooring will enable hygiene to be maintained to a much higher standard.	
2.7	The Saxon Clinic consultants' bi-monthly Health Education evenings at Watling Vale continue, including subjects such as the menopause, well-being in children, allergies, etc. The most recent health education evening, which covered menopause issues, was a success with a good outcome. Dates of future events are: <ul style="list-style-type: none"> • Men's Health and Prostate – 12 September 2019 • Understanding an underactive thyroid – 14 November 2019 • Older people's care – 16 January 2020 • Allergies – 10 March 2020 Invitations will be sent to patients, as appropriate. It is hoped that, with sufficient uptake, these education evenings can be held monthly, whilst also monitoring which subjects are getting the best response.	

<p>2.8</p> <p>2.9</p>	<p>Those present asked what additional issues would be covered at future Education Evenings. SJD confirmed that this depended on uptake of invitations and availability of consultants to come along and speak.</p> <p>Dates of flu vaccination are to be confirmed following a partners' meeting. Supplies of vaccines are expected in October and will comprise the Quadrivalent, for patients up to the age of 65, and Fluad for over 65s.</p> <p>Quadrivalent flu vaccine protects against four selected strains of influenza virus as against three strains in the older trivalent vaccine. It has now become official policy to use quadrivalent flu vaccine in the UK.</p> <p>FLUAD is a standard-dose, three-component (trivalent) inactivated flu vaccine that contains an adjuvant (An adjuvant is an ingredient added to a vaccine that helps create a stronger immune response to vaccination). FLUAD is designed specifically for people 65 years and older.</p> <p>The selected flu strains are those most likely to cause flu during the upcoming season.</p>	<p>Hilltops</p>
<p>3.</p> <p>3.1</p> <p>3.2</p> <p>3.3</p>	<p>Update on PPG</p> <p>DO'D asked if ANPs (<i>Advanced Nurse Practitioners</i>) could take over ongoing treatment once it has been set up by GPs, thereby saving GP appointment time. SJD advised that this would depend on whether or not the condition is specialised, on GP approval and if it can be covered by ANP training. Some GPs do refer their patients on to ANPs as appropriate.</p> <p>SJD further advised that the CCG-directed localised enhanced services contract requires that Networks will be offering on-line and video consultations within a year, thereby making further options available to patients as well as to GPs. One of the advantages to GPs is that they will be enabled to take such consultations from their home consultation rooms.</p> <p>If such a consultation indicates an urgent condition, advice will be given to direct the patient to the appropriate services.</p> <p>The Network is looking to centralise on the day consultations within a hub, leaving surgeries free to deal with on-going care appointments.</p> <p>Those present discussed the receipt of invitations for flu vaccinations already being sent out by pharmacies and questioned as to whether or not pharmacies are receiving supplies ahead of GP surgeries.</p>	
<p>4.</p> <p>4.1</p> <p>4.2</p>	<p>Action items</p> <p>PPG Minutes, newsletters, reports and statements have been provided for inclusion within the PPG section of Hilltops' updated website.</p> <p>No response from Samsung re two tablets for Hilltops reception to replace written repeat prescription box.</p>	<p>Completed</p> <p>o/s</p>

4.3	No response from Sainsbury's locally re communicating availability of end of day fruit and veg, etc.	o/s
4.4	No progress re registered charity status for Hilltops PPG.	Suspended
4.5	PPG have declined use of funds to provide two Samsung tablets for patients' use in the surgery.	Completed
4.6	SR agreed to be the Hilltops PPG representative at Network meetings.	Completed
4.7	SJD to look into assessments of patients at reception, including asking reception staff to assess early morning patients on arrival at 7am rather than waiting until 8am.	SJD
5.	Treasurer's Report	
5.1	PC advised that £758 of PPG funds has been banked whilst holding £35 as petty cash with a small amount in the PPG cash tin which will include future book sales.	
5.2	There appears to be a conflicting amount between funds in PPG's tin and apparent sales of books. SJD will look into this and ask staff to write receipts for book sales in order to ensure appropriate records are kept.	SJD
6	Any Other Business	
6.1	Minor illness prescribing SJD confirmed that, whilst Hilltops paramedic and ANPs are available for minor illness consultations, they cannot write new prescriptions. Rajiv, the pharmacist, can, however, prescribe for ongoing medication.	
6.2	SJD described the Eclipse radar, which is a centralised computer based system for identifying and monitoring high end users of secondary care ie specialist care, including care of nursing home residents. This is also overseen by Rajiv who is, in addition, an Ambassador for NHSE pharmacies, spending one day per week working for NHSE. He is also a Clinical Pharmacy Lead for the Federation <i>(NHS Confederation, formerly the National Association of Health Authorities and Trusts, dealing with promoting the role of pharmacists within GP surgeries.)</i>	
6.3	Minor ailments scheme SJD has spoken with pharmacy staff re the above which enables patients on free prescriptions to obtain over the counter remedies, such as Ibuprofen, free of charge. The procedure involves completion of a declaration by way of a lengthy form for each purchase in order to be assessed. Each request allows up to three items, excluding the provision of both paracetamol and ibuprofen at the same time, and may include a consultation with the pharmacist.	

<p>6.4</p>	<p>Release of on-line appointments The same number of appointments continues to be made available first thing every day, in the same ratio.</p> <p>The speed of available appointment take-up is being affected by the increasing number of patients, with Hilltops now the only surgery in the Network taking new patients from Whitehouse. Current Hilltops patients now number around 17,000.</p> <p>Hilltops is addressing appointments issues with the possible future option of an appointment system change. Various change options are being considered.</p> <p>The new hub for up to 20,000 patients is scheduled to be opened in June 2020. It is anticipated that this figure will be reached within 10 years. In the meantime, Hilltops will be managing a majority of Whitehouse residents during the transition period.</p>	<p>Hilltops</p>
<p>6.5</p>	<p>Reception training SJD advised that consultation with reception managers within the Network is being considered, with Stony Stratford’s manager visiting Hilltops to discuss their Care Navigation training as part of the skills sharing opportunities created by the formation of the Network.</p>	<p>Hilltops</p>
<p>6.6</p>	<p>One issue per appointment This nation wide NHSE directive continues to be a PPG cause for concern (<i>see Minutes of previous meeting</i>) and it was agreed that the PPG will draft a letter voicing the various aspects of this concern to the CCG.</p>	<p>PPG/DO’D</p>
<p>6.7</p>	<p>Letters between hospital consultants and GP surgeries There being no meeting time remaining to fully discuss this item, SJD agreed to look into the issues raised and report back to the PPG at the next meeting.</p>	<p>SJD</p>
<p>7</p>	<p><u>Next PPG meeting</u></p>	
<p>7.1</p>	<p>Wednesday 06 November 2019 at 1700 hrs</p> <p>The meeting ended with thanks to all those in attendance.</p>	