

Minutes of PPG Meeting 03 July 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)	
Samantha Duffin, PM (SJD)	Dr S Maddipati, GP (DrM)	

Apologies: Pat Gidley; David O'Donnell

	ITEM	ACTIONS
1.	The Minutes of the last meeting were agreed by those present.	
2.	<u>News from the Practice</u>	
2.1	Following welcome to new PPG member, Jennie Herbert, and introductions, the meeting commenced with news from the Practice.	
2.2	The new Deputy Practice Manager, Amanda Johnson, joins Hilltops from Drayton Road surgery in September.	
2.3	The replacement of the common areas floor covering is ongoing and it is hoped that completion of the work will be around the second week of August.	
2.4	Dr Bradshaw is currently on maternity leave which ends in October. However, her leave will continue into accumulated annual leave, which takes her return up to the beginning of 2020.	
2.5	The Primary Care Network is now in place with Hilltops now part of the Watling Street Network comprising Hilltops, Stony Stratford Medical Centre and Watling Vale Medical Centre. The networks will share facilities, services and, when the need arises, staff.	
2.6	Two community nurses are now employed by the network and their role will include care of high end user patients who, whilst requiring support, may not need clinical support at all their appointments. These community nurses will be visiting them regularly in their homes, thereby both saving them a trip to their respective network surgeries and freeing up GP appointments.	
2.7	In addition, the network has a Youth Information Services Counsellor in place who will be available for 6 hours per month in each surgery offering support to 12 – 25 year olds. Each network surgery will be controlling appointments for consultations. Supporting this service will be two *social prescribers. <i>(*Social prescribing, sometimes referred to as community referral, is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.)</i>	

2.8	SJD advised that a representative from The Saxon Clinic will be giving bi-monthly talks at Watling Vale, including subjects such as the menopause, well-being in children, allergies, etc. Hilltops will identify specific talks that would apply to their high end users and hold educational evenings based on those. Future dates of these talks were provided.	
2.9	Those present pointed out that PPG information remains absent from Hilltops website. Dr M and SJD agreed it should be made more prominent and should be shown near the Friends and Family tab in the menu. SR agreed to provide SJD with batches of Minutes, reports, statements, newsletters and any other information the PPG wants to be made available from the past two years to populate the PPG section.	SR
2.10	SJD is promoting the website because stats are showing that the greater the use by patients of the website and its answers to queries section, the fewer the phone calls that are made to the surgery.	
2.11	SJD is writing to Samsung to find out if two tablets can be acquired for the reception area to replace the written repeat prescription box. There will be a kiosk version where patients can log in and enter their requests. A tablet can also be used for website educational purposes.	SJD
2.12	SJD is also considering approaching Sainsbury's locally for their help in providing facilities for local surgeries to further support patients, including IT devices and end of the day fruit for provision in reception, which would otherwise be discarded, etc.	SJD
2.13	<p>SJD confirmed that Hilltops Saturday surgeries have now ceased. Patients requesting a Saturday morning appointments will be offered a slot at one of the other network surgeries ie Watling Vale or Stony Stratford Medical Centre.</p> <p>Hilltops now covers weekday early mornings. Patients opting to queue for these appointments are being offered urgent care team appointments as well as GP appointments, thereby ensuring that as many patients as possible are seen.</p>	
2.14	<p>SR asked if patients within the network would be able to freely attend each surgery and, if so, how numbers would be controlled ie could one surgery become overwhelmed?</p> <p>Dr M confirmed that patients would only be referred for appointments in other network surgeries in the event of appointments being unavailable in their home surgeries, and there would not be a facility that enabled them to book such appointments themselves.</p>	

<p>2.15</p> <p>2.16</p> <p>2.17</p> <p>2.18</p> <p>2.19</p>	<p>SJD advised that the Prime Minister’s Challenge Fund, which has now been accepted by Hilltops, continues to be available.</p> <p><i>(See Minutes of meeting 04 August 2015, item 7.4 : CR explained the Prime Minister’s Challenge Fund, now in phase 2, incorporating 22 practices with a proposed Government initiative of 7 days a week opening, 8am to 8pm. Milton Keynes has been successful in obtaining funding for the creation of three hubs to accommodate these new hours. Hilltops has been invited to become one of those three but the Partners are still in discussion as to whether or not this invitation will be accepted.)</i></p> <p>SJD further outlined the advantages of the new network, in particular the sharing of facilities and the greater use of the entire team at each surgery.</p> <p>Hilltops has another locum starting in September, Aisha Mukhtar, who previously spent time at Hilltops as a trainee. It is hoped she will remain on a long term basis.</p> <p>Third Year medical students from Buckingham University continue successful placements within Hilltops.</p> <p>SR raised concerns with the one issue/one appointment rule. SJD reassured those present that the experience and training of clinicians enables them to ask the appropriate questions that would reveal a condition with various symptoms and lead them to a correct diagnosis without the patient having to list them all at the beginning of a consultation.</p> <p>The ruling is a national one and if it were to be found to be unsafe it would not be in place.</p> <p>The number of unwanted appointments wasted by patients who fail to cancel them continues to be an issue and SJD advised that letters are being sent to patients who persistently fail to cancel.</p>	
<p>3.</p> <p>3.1</p>	<p>Update on PPG</p> <p>Item 5.3 of February’s Minutes discussed the possibility of the PPG becoming a registered charity. This would include advantages such as the ability to acquire equipment and materials without VAT.</p> <p>BT suggested the PPG may not be generating sufficient income to warrant registered charity status. Those present agreed to investigate, including the possibility finding out if any other PPGs are registered charities.</p> <p>This remains outstanding and SD agreed to pursue.</p>	<p>SD</p>

<p>4.</p> <p>4.1</p> <p>4.2</p>	<p>Treasurer's Report</p> <p>PC advised that PPG funds currently stand at £710, as in February.</p> <p>SJD raised the possibility of the PPG using part of the available funds to provide the two Samsung tablets for the use of patients in the surgery. Ongoing security of these items was discussed and it was agreed that this could be managed and the idea would be considered by the PPG. (It should be remembered that the PPG donates 50% of its annual income from the sale of books and DVDs to charity).</p>	<p>PC / PPG</p>
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>Any Other Business</p> <p>Network</p> <p>SJD requested the presence of a PPG representative at Watling Vale on 11 July to give practical help involving the talk being given that evening.</p> <p>SJD also asked if it would be possible for a PPG member to be a regular representative at network meetings. SR offered to do this.</p> <p>There will be a network meeting on 18 September attended by representatives of all surgery teams where opportunities and ideas will be discussed including the future possibility of sharing staff to cover absences, etc.</p> <p>Receptionist training</p> <p>SR advised that patients at reception are being given inaccurate advice on who they should see when presenting with minor conditions. For example, a patient who asked to see a nurse practitioner for advice concerning an apparent sprained wrist was told to attend A&E.</p> <p>SJD agreed to look into this issue.</p> <p>The question of a number of appointments being held back for release later in the morning was revisited following discussions at February's meeting.</p> <p>At that time, it was pointed out that there are currently three streams of appointment requests arriving at the same time on release of appointments at 8am: on line, by telephone and at reception. This results in all available released appointment slots being taken in a matter of minutes, leaving urgent and on-the-day slots only.</p> <p>This possibility is to be considered among ongoing website changes being made to further tailor the new website to Hilltops' requirements. Those present were advised that the risk of late released appointments not being taken up may be too high for the change to be implemented.</p> <p>It is hoped that, in time, appointments with ANPs and nurses will be available for on-line booking but this will only become workable when patients more readily look to using these services instead of automatically looking for a GP appointment for every condition.</p>	<p>SR</p> <p>SJD</p>

5.6	<p>SJD confirmed that check-in screens are now being treated with antiseptic screen wipes 4 x daily.</p> <p>Hand gel dispensers have been ordered and will be located next to the first check-in screen, next to the taxi phone, by each nebuliser room and all toilets.</p> <p>A check list is in place and completed for each check.</p>	
5.7	<p>Infection Control Audits are carried out monthly and an Infection Control Statement is available on Hilltops website.</p> <p>Leslie, Hilltops Diabetes nurse, is Infection Control Lead together with Healthcare Assistant Stacey, and they spend around 2.5 hrs per month on infection control routines.</p>	
6	<u>Next PPG meeting</u>	
6.1	<p>Wednesday 02 October at 1700 hrs</p> <p>The meeting ended with thanks to all those in attendance.</p>	