

Minutes of PPG Meeting 07 November 2018

Present

Shobhna Dave (SD)	Pauline Coulthard (PC)	Daphne Tibbles (DT)
Beverley Tavares (BT)	Pat Gidley (PG)	Susan Sullivan (SS)
Linda McComie (LMcC)	Sandra Reed (SR)	
Samantha Duffin, (SJD) PM	Dr Hopeson Alifoe, GP (DrA)	

Apologies: Elisabeth Clarke

	ITEM	ACTIONS
1.	This meeting was called in order to revisit issues adversely affecting the PPG's ability to act as an efficient means of communication between Hilltops and its patients, and to discuss them with Samantha Duffin, Hilltops new Practice Manager.	
2.	<u>Forthcoming changes at Hilltops</u>	
2.1	Following welcome and introductions, the meeting commenced with a brief recap of the current website difficulties.	
2.2	SJD and Hilltops IT team are shortly to meet with a new website company with a view to upgrading and redesigning the Hilltops website. SJD showed to those present the homepage of another Milton Keynes GP practice's website and it was agreed that this example was a considerable improvement on Hilltops' current one. SJD asked those present to take time to have a further look at this example website, adding that she would welcome feedback and comments.	
2.3	SD reiterated the PPG's earlier request that we be involved in the website choices, and this was agreed. SJD went on to explain that, in addition to website difficulties, recruitment of IT staff is a major issue. ZH has left Hilltops, while three remaining admin staff are currently covering her role. In light of the shortage of IT personnel locally, help has been sought from the CCG. DrA pointed out that, as well as the acquisition of the new website, a support team for ongoing maintenance of the chosen system is also a requirement.	
2.4	It was agreed that the upgrade will override the list of website changes that have been requested by the PPG, and SJD acknowledged the difficulties that the PPG has been encountering.	

<p>3.</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p>	<p>Staff changes</p> <p>A new IT team member is being actively sought. A new member of the Admin Team is due to join Hilltops, hopefully on Monday 12 November.</p> <p>A new full time Diabetic Clinic Nurse has been recruited and it is anticipated she will join Hilltops in mid January.</p> <p>Practice Nurse Rose has left Hilltops and a new Minor Illness Nurse will be joining towards the end of November and will be available on Mondays 8.30am to 6pm, Tuesdays 7.30am to 5.30pm and Wednesdays 8.30am to 6pm.</p> <p>A further Minor Illness Nurse, part time Mondays and Fridays, will be arriving in the second week of December.</p> <p>In order to clarify their role, these nurses will in future be known as the Urgent Care Team.</p> <p>In addition to the nurses, the Urgent Care Team will include a paramedic, commencing December, who will initially make home visits and triages, and will also be receiving training in treatment of minor illnesses and prescribing.</p> <p>Hilltops has recruited new receptionists and, in order to make up numbers, are currently employing temporary agency receptionists. All are undergoing training and are now known as Care Navigators, having received training in the specific questions to ask in order to direct patients to the appropriate practitioner.</p> <p>The importance of effective distribution of all this new information and the various means of doing so was discussed.</p> <p>As a result of rapidly increasing pressures, SJD emphasised that further enlargement of the numbers of Urgent Care Team staff is key.</p> <p>Increased pressures are largely the result of the additional numbers of families arriving in the Western Expansion areas and joining MK practices as patients. DrA advised that the opening of the new surgery in the Western Expansion has been put back from 2019 to 2020.</p> <p>DrA advised that GP recruitment continues to be difficult and has raised this problem with the CCG. GP recruitment issues make the presence and enlargement of the Urgent Care Team of particular importance.</p> <p>PC asked how many additional patients have registered, and SJD advised that, between July 2018 and the current time, numbers have gone up from around 16,000 to 16,600.</p>	
------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

<p>4. 4.1</p>	<p>Going forward</p> <p>DNAs</p> <p>In addition to a growing Urgent Care Team at Hilltops, the service provided to patients is to be further supported by a stronger stance on the effect of no show appointments (DNAs – Did Not Attend). No show appointments are not only impacting on Hilltops’ appointment slot availability (currently averaging 250 a month), but also on appointments made for patients at the other cluster surgeries (Westcroft, Bedford Street Furzton and Whaddon) and MK Hospital, where numerous appointment slots are currently being wasted. This is in spite of text reminders.</p> <p>As a result of this impact, Hilltops will now be issuing warning letters to patients who fail to cancel an unwanted appointment. After three appointments have been missed, whether at Hilltops, an alternative surgery in the cluster or hospital, and warning letters sent, the patient’s name will be removed from Hilltops’ patient list. The PPG welcomes and unanimously supports this decision.</p>	
<p>5. 5.1 5.2 5.3</p>	<p>PPG General</p> <p>PPG Survey</p> <p>DrA confirmed that the PPG annual survey, currently on hold, will continue to be required in the future. The survey will be discussed with SJD at the next meeting and could commence when the proposed new website becomes available.</p> <p>NAPP</p> <p>PC explained the role of NAPP and its administration processes i.e. NAPP paperwork is addressed to the PPG at Hilltops and needs to be passed promptly to PC for action. Fees for annual registration and conference attendance are covered by Hilltops, with conference attendance fees paid at a reduced rate on early booking. PC also discussed the mislaid 2018 membership certificate which arrived at Hilltops and was lost before it could be passed to her.</p> <p>DrA asked about the attendance of GPs at NAPP conferences. PC and SD confirmed that many GPs attend, as well as Practice Managers, and emphasised the value of attendance.</p> <p>PC agreed to find out as soon as possible when and where the 2019 NAPP conference is to take place.</p> <p>Hilltops PPG liaison person</p> <p>Those present reiterated the importance of a dedicated Hilltops liaison person in order to avoid further losses of PPG documentation arriving at Hilltops. SJD advised that she has asked for a volunteer among Hilltops admin staff but no-one wants to take on the role. The PPG emphasised that all this involves is ensuring that any mail arriving for the PPG be placed in a specified PPG tray or collection point. BT and SR would check any such tray or point whenever they attend the surgery. DrA and SJD suggested that SJD be the PPG contact for the time being.</p>	<p>PC</p>

5.4	<p>New PPG member SJD advised of a possible new PPG member who has expressed an interest in joining the group and taking an active role. SR agreed that her email contact address can be passed on. SR and SD could then arrange an introductory meeting.</p>	SD/SR
<p>6 6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p>Hilltops General PC raised a previous issue concerning a confusing circular letter sent out a year ago directed at pre-diabetic patients. Dr A requested a copy of the letter, which PC duly provided at the meeting.</p> <p>He explained that the approach for diabetic patients at Hilltops is based on new criteria, and Hilltops clinicians send out appropriate letters to individual patients following blood tests. The CCG, who generate circulars, use generic wording, incorporating the letterheads of GP practices on their behalf.</p> <p>SJD advised that discussions are taking place for future Hilltops rebranding.</p> <p>Missing hospital letters An issue was raised concerning a patient's missing hospital documentation following a September consultation. SR asked if the correct investigation/complaint procedure had been put in place, and SD reiterated that, in the event of an issue concerning any aspect of Hilltops' service, it is the Practice Manager who should be notified, not the PPG.</p> <p>DrA explained that patients' letters left at reception are placed in the scanning tray from which they are uploaded on to patients' records. Sometimes a copy of a hospital letter reaches a patient's home address before the GP surgery receives theirs, so it is always advisable for patients to bring their own copy with them for follow-up consultations.</p> <p>SJD emphasised the importance in any case of making copies prior to leaving any documentation at Hilltops.</p> <p>Communication with the PPG Discussions moved on to the subject of appropriate responses on the part of PPG members when talking with patients in the surgery. Patients occasionally ask for information following past publication of adverse publicity in the local press. SJD agreed to ensure that any future such publicity is discussed with the PPG so that the correct and appropriate information is available to be passed on to patients as and when requested. She also requested that, as soon as the PPG becomes aware of any new adverse publicity, she be contacted in order to convey the appropriate response for PPG members.</p> <p>DrA acknowledged the value of the PPG in providing, when asked, relevant and accurate responses to patients' questions and reactions to rumour and incorrect reports.</p>	

6.5	<p>Allocation of meeting time</p> <p>In view of day to day pressures, SJD suggested that future PPG meetings include GP attendance only for the first part of the meeting, and agreed with the PPG's suggestion that any questions be supplied beforehand so that answers can be readily available at the meeting, thus ensuring efficient use of available time.</p> <p>SJD also suggested that, having answered all other questions and delivered Hilltops news, she could also leave the meeting so that PPG members could continue any further discussions amongst themselves. SD pointed out that the PPG members meet outside of the quarterly meetings at Hilltops so, whilst the suggestion was appreciated by those present, assurance was given that meetings can end as soon as discussions to be minuted have ended.</p>	
6.6	<p>Further time saving</p> <p>PG raised the subject of alternative methods of holding consultations, as described at a Healthwatch meeting, in view of the shortage of GPs. DrA discussed the future availability of on-line patient consultations, the CCG having commissioned a company to discuss this with all practices. He advised that such consultations are possibly already in place at two local GP surgeries, but he expressed some reservations. Such consultations do not save GPs' time and are in any case limited to routine consultation time, as are telephone consultations. The only purpose served by on-line and telephone consultations is that of just another consultation format. The value of face to face consultation is significant and there has therefore been very little uptake of the option.</p> <p>The 111 service is available for telephone consultations and this service can be enhanced by its facility to book up to two GP appointments per caller direct to the specific patient's GP practice. This facility is being trialled.</p> <p>Private companies participate in on-line consultations but these do not have access to patients' records on SystemOne, unlike all GP surgeries, urgent care teams, mental health teams, hospitals and school nurses who now have SystemOne access.</p>	

6.7	<p>Physio SJD informed the meeting of the availability of physiotherapy treatment available within the MK cluster of surgeries (Hilltops, Westcroft, Bedford Street Furzton and Whaddon) on specified days at each surgery. A new physiotherapist is to be recruited for the cluster and, in view of their access to on-line records and ability to diagnose and prescribe, if necessary, a course of physiotherapy, this new role will be known as Musculoskeletal Practitioner. Fifteen minute appointments will be given. Dr A advised that a cluster meeting to discuss this service is pending.</p> <p>SJD gave reassurance that data and access are protected under GDPR legislation.</p>	
6.8	<p>New Reception Manager SJD advised that a new reception manager has been appointed.</p>	
6.9	<p>Newsletters PPG Newsletters will be made available in a dedicated space at the front desk. Those present also agreed that Willen Hospice diary dates can be displayed on the PPG noticeboard.</p>	
6.10	<p>Training SJD confirmed the ongoing presence of Med Students, including elderly care med students who attend care homes, and students from Buckingham University, as well as GP Registrars who are advancing their training into GP practice.</p> <p>Dr Kohli and Dr Bradshaw continue the training of students on placement at Hilltops.</p>	
7	<p><u>Next PPG meeting</u></p> <p>SD agreed to provide a selection of three Wednesday meeting dates in February 2019 – the 6th, 13th and 20th. A choice from these will also be offered to a local councillor who has agreed to attend a PPG meeting.</p> <p>The meeting ended with thanks to all those in attendance.</p>	
7.1		