

Minutes of On-Line Meeting 05 August 2020

Present

Pauline Coulthard (PC) Daphne Tibbles (DT) Susan Sullivan (SS)
 Linda McComie (LM) Elisabeth Clarke (EC) David O'Donnell (DO'D)
 Sandra Reed (SR)
 Dr S Maddipati GP (Dr M) Nigel Meadows PM (NM)

Apologies: Shobhna Dave, Kay Crossby

	Item	Actions
1.	The meeting was called in order to update PPG members on the new website and discuss the ongoing Covid 19 situation.	
2.	News from the Practice	
2.1	NM advised that Hilltops is advertising vacancies for various posts within the Practice, including a Practice Nurse and two vacancies in Hilltops admin office. There are currently four interested candidates for the role of Practice Nurse. Whilst the Practice is functioning well alongside such vacancies, it is hoped they will be suitably filled by the Autumn when pressure is expected to increase.	
2.2	Dr Banerjee is due to join Hilltops in September. The resident pharmacist, Rajiv Nandha, has left. Hilltops is currently in discussions with two candidates for the replacement pharmacist.	Hilltops
2.3	The new surgery website is now busier, with approximately 260 on-line requests received on the last three Mondays since opening for the various services available. The average rate of on-line requests from a typical Tuesday to Friday is 160 daily. There is no cap on demand.	
2.4	SR commented on a welcome aspect of the new website that allows patients when booking a consultation to describe all symptoms, instead of just one as previously. Time allowed was queried and Dr M said that this is difficult to judge at this stage but it is more likely that the 10 minute rule is being relaxed, particularly as most consultations are currently by phone.	
2.5	All requests are seen by a GP and assessed for the appropriate action eg call-back, etc.	
2.6	A question was raised concerning the timing of telephone appointments and whether a time is now being given or the patient still has to wait for a call. Dr M replied that, whilst a definite time cannot be given, it is becoming possible to call patients within an hour of a given time.	
2.7	SS described several difficulties that are nevertheless facing patients waiting for a telephone consultation, including the issue of patients who are at work, or possibly have meetings to attend.	

3.	Overview of new webiste	
3.1	It was suggested that a guide be put together for patients' use in order to help them navigate the new website. NM agreed that such a guide could be made available on the website and will discuss this with Hilltops IT department.	NM
3.2	NM said that of the people who telephone the practice, 40% are happy to be guided to the website and use it, 30% need a little persuasion and the remaining 30% do not want to use it at all.	
3.3	NM will ask the IT dept to ensure that the guide is easy to find and patients who phone the surgery can be directed to the guide by receptionists.	NM
4.	Flu Vaccinations	
4.1	NM advised that this year's flu vaccination season has to be far different from previous seasons, and a meeting is to be held with partners to establish the best way to deliver vaccinations in the current situation.	NM/Partners
4.2	The above is further complicated by the vaccination programme including vaccinations for those aged 50 and above, yet no information about this has been provided. Furthermore, the Practice has to be ready for the possibility of a Covid vaccine becoming available and the logistics of vaccinating on an even larger scale.	
4.3	NM will advise as soon as information is received and decisions are made.	NM
5.	Any Other Business	
5.1	Hilltops Pharmacy Those present raised the issue of confusion following a letter circulated around all surgery catchment areas in Milton Keynes by Hilltops Pharmacy and its subsequent, albeit incorrect, assumption on the part of a large number of patients of a business connection to Hilltops Medical Centre.	
5.2	NM reiterated that there was no business connection between the two and this was acknowledged as a known by those PPG members present. It was pointed out that there is, nonetheless, widespread confusion and assumption that the two are connected as businesses because they share the name Hilltops.	
5.3	EC asked if patients should accept the pharmacy's invitation and sign up. Dr M advised that he cannot recommend acceptance, it is a decision for the patient to make.	
5.4	EC asked if Hilltops was aware of the pharmacy's mailshot. It was acknowledged that nothing could be done about it since it was a marketing exercise on the part of the pharmacy. SS suggested that, in the event of a significant take-up of the invitation, the availability of prescribed medication may become an issue following the potentially large increase in demand. Dr M indicated that this was unlikely.	

5.5	<p>Network SR asked if there is now a common Network website. It was confirmed that forms are now signed for a common hub to enable each of the three surgeries to book each other's on-the-day appointments. A date for going live has not yet been set.</p>	
5.6	<p>CQC SR queried the reason behind the CQC's current rating of the surgery. Two main reasons were given for the required improvement rating – HR processes and staff immunisations. Hilltops was due to have an inspection in March but had to close the surgery for a deep clean which resulted in the visit being cancelled. DrM confirmed he is confident that shortcomings have been corrected.</p>	
5.7	<p>Following a telephone interview in June 2020 between the CQC and Hilltops management, the surgery was judged to be handling Covid issues well with a good outcome.</p>	
5.8	<p>Survey DrM asked those present if they have a PPG bank of patients' email addresses. Such a list could be utilised to carry out a survey of patients' experiences of the new ways of working and how Hilltops could make it better.</p>	
5.9	<p>NM suggested putting out a text message to patients, currently numbering some 17,470, asking if any were willing to give out their email addresses for survey purposes.</p> <p>SR said this has been tried in the past, with BT and SR having collected several hundreds of email addresses over a period of time spent at the surgery talking with patients who expressed a willingness to receive news-bites and take part in surveys.</p> <p>A commercial gmail account was set up and paid for by the PPG with a dedicated PPG gmail address. A considerable amount of time was then spent in adding the collection of email addresses to this account.</p> <p>The account was, however, unable to handle such large numbers of addresses. A further attempt was made by creating a number of smaller groups of addresses, but this proved impossible as well, the system simply responded as overloaded and proved impossible to utilise on PPG members' home computers. The list is by now undoubtedly out of date in any case.</p>	

5.10	DrM suggested 200 names would be sufficient for a survey.	
5.11	<p>DrM raised the possibility of an on-line survey tool as the answer and that cost could be investigated. SS said it is possible that this might be free for a certain number of participants. Dr M asked if PPG would investigate a possible survey tool that would be suitable for patient surveys.</p> <p>SR agreed look at various survey tools, including charges, methods of collecting and conveying data, etc.</p>	SR/PPG
6	Books/DVDs	
6.1	No-one currently goes into the waiting area so there are no sales of books or DVDs.	
7	Whitehouse Medical Centre	
7.1	SR asked if the Whitehouse Medical Centre has acquired a buyer yet. DrM confirmed it has and was expected to open in September. NM advised that there are, however, problems with the lease which have resulted in a delay.	
7.2	One Medical Group (OMG) is to deliver the service but lease problems have now put the opening back to December. OMG have been asking patients in its intended catchment area to send in expressions of interest but cannot yet register them for another three months. The issues concern the lease and the Section 2 Agreement between Milton Keynes Council and NHS England.	
7.3	Dr M told those present that, in the meantime, the CCG is asking surgeries if any of them have a room for OMG's temporary use, but this has been deemed impractical at Hilltops.	
	<p>Whilst the next meeting is scheduled for Wednesday 07 October 2020, NM reiterated that there will be no face to face meetings for the foreseeable future.</p> <p>It is hoped by those present that this meeting can take place via Zoom. Confirmation will be circulated nearer that date.</p>	NM