

Minutes of On-Line PPG Meeting 06 May 2021

Present

Pauline Coulthard (PC) Daphne Tibbles (DT) Linda McComie (LM)
 Sue Sullivan (SS) Elisabeth Clarke (EC) Sandra Reed (SR)
 Nicky Wright DPM, IT Lead (NW) Crad Allerton (Stony Stratford MC PPG) (CA)
 Dr S Maddipati GP (DrM)

Apologies: Beverley Tavares, Anil Podar, Shobhna Dave, Emma Barter

	Item	Actions
1.	<p>The Minutes of the March PPG meeting were agreed. Hilltops Deputy Practice Manager and IT Lead, Nicky Wright, was introduced and welcomed by those present. Also welcomed was Crad Allerton, PPG member at Stony Stratford Medical Centre and SSMC PPG representative for the Network.</p>	
2.	<p>News from the Practice</p> <p>2.1 Nicky Wright joined Hilltops on 04 May having worked for Beds CCG with responsibilities in numerous roles and, prior to that, Nicky spent 9 years with a practice in Woburn Sands: a total of 15 years' service within the NHS.</p> <p>2.2 Having very recently joined the Practice, NW was unable to provide an update on Practice News but will look into this item and provide the PPG with any relevant information available as soon as she is able.</p> <p>2.3 As IT Lead, NW was asked how Hilltops website could further be improved in respect of navigating the system in order to make an appointment. It was explained to NW that this difficulty was mainly encountered by patients who aren't frequent users of the website and are therefore unfamiliar with the procedures. This being the case, they usually access Hilltops appointments via Google, which does not carry the link to the bookings section of Klinik. NW confirmed that she understood the difficulty and would investigate ways that patients accessing Hilltops via Google can be directed to Klinik in order to book their appointments.</p> <p>2.4 It was acknowledged that improved lines of communication between the PPG and Hilltops patients would enable issues such as website difficulties to be explained to individual patients via a direct link such as a dedicated email address which PPG members would manage.</p> <p>Those present also advised NW that a message-only FaceBook account would enable the PPG to publicise relevant Hilltops newsbites.</p>	<p>NW</p> <p>NW</p>

<p>3.</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p>	<p>Update on PPG / Network News</p> <p>It was acknowledged that, under current circumstances, the PPG is unable to function effectively but, in the meantime, consideration is being given to the annual survey and ongoing discussions as to how this can be set up.</p> <p>SR explained that, in the absence of Network Meetings owing to current pressure of work, there was nothing to report. CA agreed to contact Dr Amit Goyal of Stony Stratford MC for an update on any Network News and will report back.</p> <p>CA described his role and emphasised the need for the three practices within the Network (Hilltops, Stony Stratford and Watling Vale) to work together and share working practices, including website layouts.</p> <p>Those present explained the purpose of the PPG annual survey to NW and how it differs from the ongoing Friends & Family survey carried out within surgeries. NW agreed that Hilltops could set up an on-line PPG survey for future use.</p>	<p>CA</p> <p>Hilltops</p>
<p>4.</p> <p>4.1</p> <p>4.2</p> <p>4.3</p>	<p>Treasurer's Report</p> <p>PC reported that, as previously, the PPG has £47 in its bank account and £45 in petty cash. Whilst the surgery continues to operate restricted face to face consultations only and is closed to walk-in patients, there is no source of income from book/DVD sales at present.</p> <p>CA asked how income would normally be used and PC explained that, as well as donations to chosen charities, including £450 to Willen Hospice in 2019 and £400 to MK Carers in 2020, it covers expenses such as printing ink, annual NAPP Conference expenses, the purchase of items such as the bookcases etc.</p> <p>It is hoped that the anticipated number of books and DVDs relied upon during lockdown will provide a boost to donations and thereby an increase in PPG income when restrictions ease sufficiently to allow patients back into the surgery waiting area.</p>	
<p>5.</p> <p>5.1</p> <p>5.2</p>	<p>Any Other Business</p> <p>A comprehensive report following surveys/investigation into the number of DNAs affecting surgeries was discussed and SR agreed to forward a copy to NW. NW agreed that there were various circumstances that could result in no-shows.</p> <p>CA asked if appointment reminders are sent to patients and it was confirmed that they are.</p>	<p>SR</p>

5.3	The question of headlining information, such as Hilltops being a Veteran Accredited Surgery, with access to it via each information headline on Hilltops Homepage was raised. NW confirmed that website improvements are on her agenda and agreed that any changes could be worked on alongside PPG input in order to ensure the website is as user-friendly as possible.	NW/ PPG
5.4	SR requested a higher PPG profile on the Homepage, specifically a dedicated tile. CA advised that SSMC does have a PPG tile on the Homepage which provides a link to their PPG information. NW agreed to include this in her research into website improvements with a view to possibly mirroring that aspect of the Stony website homepage.	NW
5.5	SR asked if there was any way in which visits to the PPG section can be registered. NW will ask the website provider.	NW
5.6	The previously mentioned, consideration of a change back to Footfall was raised. NW advised that this is a decision for the Partners.	
5.7	A dedicated PPG email address, managed by the PPG, was further discussed by which patients could contact the PPG directly for non-medical queries.	
5.8	The possibility of an information only FaceBook page was also discussed.	
5.9	Re the annual survey, those present explained this is a PPG requirement and is taken on a patient satisfaction basis with no more than around 10 questions i.e. very short. Results of this survey are reflected in an annual statement that is submitted to NHS England. NW confirmed that such a survey can be created by Hilltops for PPG use.	NW
5.10	Staff information provided on the website was discussed, being varied in the content provided, with some staff not mentioned at all. Agreed that, as the inclusion of photos had been firmly refused in the past, these were not being requested on this occasion, but more staff information would be welcome. NW agreed that this will be included within the website review.	NW
5.11	LM queried the homepage red banner that states that Klinik is off-line from Friday evenings until Monday mornings. DrM confirmed that this is a permanent policy, with the Urgent Care Centre being available during weekends. DrM added that patient numbers attending Urgent Care have not increased at the weekends despite Klinik being off-line during that time.	
	<p>Next Meeting</p> <p>The meeting ended with thanks to all those attending.</p> <p>The date of the next PPG meeting will be Thursday 15 July 2021 at 1300hrs, via Zoom.</p>	