

Minutes of On-Line Meeting 13 January 2021

Present

Linda McComie (LM) David O'Donnell (DO'D) Beverley Tavares (BT)
 Sandra Reed (SR) Sue Sullivan (SS) Elisabeth Clarke (EC)
 Anil Podar (AP) Dr S Maddipati GP (DrM)

Apologies: Pauline Couthard, Daphne Tibbles, Shobhna Davé

	Item	Actions
1.	The Minutes of October's PPG meeting were agreed. New PPG member Anil Podar was welcomed.	
2.	News from the Practice	
2.1	Following the departure of Nigel Meadows on 04 December, Practice Manager Emma Barter is currently at Hilltops on secondment in a support role. Employed by the Federation, it is anticipated that Emma will remain in post until mid March or possibly June 2021. (the Federation comprises the 26 GP practices in MK.	
2.2	In the long term, the job of salaried Practice Manager could be a split role in light of the ongoing growth of the Practice.	
2.3	Four new members of staff have been recruited in admin roles.	
2.4	Two further GPs are required and the first of these has been accepted and is currently working a three month notice period, enabling them to join in April. The second will be a long term locum, in place until the end of March. These will complete recruitment for the time being.	
2.5	Some of the recently registered patients from the Whitehouse development have now transferred to the Whitehouse Medical Centre, while, as DO'D pointed out, some may decide to remain at Hilltops, resulting in numbers originating from Whitehouse being a moving factor.	
2.6	In response to a question from SS, DrM confirmed that applications from new patients continue to be accepted.	
2.7	AP asked if there will be a cut-off point in new patient registration numbers. DrM confirmed that Hilltops does not have a cut-off point of new patient applications, with current numbers at over 17,000, and there is no intention of imposing any future limit. These numbers will include patients from Whitehouse. DrM advised that the ratio of patient to GP is currently higher than recommended at more than 2,500 : 1. Hilltops does, however, have allied health professionals supporting the GP team.	
2.8	LMcC queried the areas covered by Hilltops. This information is available on Hilltops website. The areas overlap in places with the other Network practices.	

2.9	AP asked if practice boundaries can be challenged and the question of moving out of area while remaining registered at Hilltops was also raised. DrM advised that the decision to allow an out of area patient to remain with Hilltops was dependent upon their ongoing medical requirements i.e. a patient with a chronic condition requiring regular attention would be encouraged to register with a practice nearer to their home while patients requiring little medical help could remain, with the agreement of the Practice Manager. It should be noted, however, that any such agreement is with the understanding that home visits are not possible for out of area patients. Further discussions could take place on this subject between DrM and Dr Kohli.	DrM/DrK
3.	Update on PPG / Volunteers at Covid Vaccination Clinics	
3.1	The PPG has been canvassing for covid vaccination clinic volunteers to attend a series of clinics being held at Whitehouse Medical Centre.	
3.2	It was noted that prospective volunteers are being faced with lengthy forms that appear to be required in order to assess their suitability, even for those currently in medical practice. This is causing unnecessary delays and even deterring some from going forward with applications.	
3.3	In the meantime, there has been no information or contact from Whitehouse MC for volunteers despite the imminent commencement of vaccinations.	
3.4	DrM advised that the enlisting of volunteers at Covid Vaccinations Clinics is a PCN decision and is being co-ordinated by the Practice Manager at Whitehouse MC, Maxine Roberts. In light of prospective volunteers coming forward with no further information coming from MR, DrM agreed to message MR and advise.	DrM
3.5	In answer to the question of protection for volunteers present at these clinics, DrM confirmed that volunteers will be rapid-tested on arrival and provided with appropriate PPE and high viz jackets, their main role being that of marshalling. They will also undergo a short induction on safety regulations.	
3.6	AP asked who is the first point of contact for volunteers. DrM advised that they can email any of the Network surgeries who will pass names of volunteers on to MR. Hilltops volunteers should email DrM.	
3.7	LMcC reiterated the need for MR to respond before volunteers lose interest. This was agreed by those present.	DrM/MR
4.	Treasurer's Report	
4.1	£350 has been donated to Willen Hospice which will go towards their required annual income of £4.5m. A thank you certificate in response has been received by PC, the PPG's Treasurer, which, when restrictions allow, will be displayed in the surgery on the PPG noticeboard.	
4.2	A total of £50 is held on deposit and in cash. As advised at October's meeting, PC has confirmed that the cash box held at Hilltops has been emptied and is being held in her possession for safe-keeping and ease of access under current circumstances.	
4.3	Hilltops PPG's membership of NAPP has been renewed.	

5.	Any Other Business	
5.1	<p>Survey</p> <p>DrM confirmed that SurveyMonkey has been chosen as the most suitable for Hilltops patient surveys. Those present confirmed that NM had not advised them of this decision.</p> <p>PPG is to discuss likely agreement and questions to be included within the survey. These questions should include patients' feedback on access and patient satisfaction. Hilltops has agreed to cover the cost.</p>	PPG
5.2	<p>DrM added that the last Patient Satisfaction survey for January - March 2020 indicated a downward trend, which was disheartening. It's hoped that later surveys will show an improvement. AP acknowledged the amount of hard work put in by Hilltops staff of which patients are not aware. SR pointed out that patients' perceptions of problems are focussed on Hilltops rather than the nationwide reality.</p> <p>It was suggested that the lengthy telephone wait times could be a contributory factor.</p>	
5.3	<p>On-line contact</p> <p>AP added that the non-facing element of on-line contact with the surgery could be causing patients to feel disconnected. As they cannot have a dialogue or conversation on line, contact is very one sided.</p>	
5.4	<p>Patients' chosen phone numbers on which to receive telephone consultations</p> <p>DrM acknowledged the difficulties currently being experienced by some patients and advised that, when booking a consultation, they should include their preferred phone number within the body of the request.</p> <p>SS pointed out that this is being done, to no avail. DrM agreed to follow up.</p>	DrM
5.5	<p>Timing of calls for telephone consultations</p> <p>Agreed that the timeframe is not good and the aim continues to be a two hour window. Those present acknowledged that just being told morning or evening would help in the meantime. AP added that the lack of an appointment time frame is not going to help patient perception.</p> <p>DrM will be discussing the issue at the next Partners' Meeting.</p>	DrM
5.6	<p>Flu vaccination clinic continuity</p> <p>DrM confirmed that the flu vaccination process has continued alongside preparations for covid vaccination clinics. The uptake of flu vaccination has generally been good this year with clinics running smoothly. Uptake within the 50 - 64 age group has, however, been low. Roughly, of 500 of this group invited to a particular clinic, only 150 - 200 accepted, resulting in the eventual disposal of any unused vaccine remaining by the end of March. In the meantime, invitations continue to be sent out with some responses.</p>	
5.7	<p>At the suggestion that this first clinic for 50 - 64's could be viewed as a 'practice run' for future flu clinic vaccinations aimed in their direction, an alternative approach to offering future vaccination could be utilised eg "vaccines available to the first 300 that turn up". Agreed by those present that this could well be a more motivational tactic.</p>	

5.8	<p>Community Pharmacist The PCN (Primary Care Network) has a resident pharmacist in place.</p> <p>In addition, Hilltops is recruiting for a resident pharmacist whose presence at the practice will include consultations with residents in care homes covered by Hilltops.</p>	Hilltops
5.9	<p>Hilltops Building Lease Negotiations on the renewal of Hilltops' building lease are moving forward, with amendments having been put forward to the landlord.</p> <p>These include necessary repairs to the building, including structural issues.</p>	
5.10	<p>PEEs Invitations have been received for patients to join an on-line PEE on 14 January discussing ENT issues, specifically allergies, led by Mr John Draper via MicroSoft Teams, with acceptances being registered on an Eventbrite Page.</p> <p>Regrettably, these invitations were only received by Hilltops patients in the evening of 12 January by which time all places were taken.</p>	
5.11	<p>SR pointed out that, in addition to this oversight, invitations to online PEEs are being sent out to all patients, rather than just the relevant groups as was the procedure for previous PEEs at Watling Vale MC prior to covid restrictions. This results in many of the available places either being wasted or taken by patients who wouldn't benefit from the information and advice on offer.</p> <p>DrM advised that invitations are still targeted but were sent to all on the occasion in question because of the topic, this being ENT/Allergies.</p> <p>DrM agreed to investigate this issue.</p>	DrM
5.12	<p>In the meantime, SR suggested that information provided during PEEs be shared on Hilltops website for the benefit of those patients who could not attend. DrM agreed that it may be possible to create a tab under which PEE discussion subjects and information could be shown.</p>	DrM
5.13	<p>The meeting concluded with a general discussion on test results. Being presented as a more individual issue, these discussions have not been included within these minutes.</p>	
5.14	<p>SS conveyed reports from patients of excellent service received and acknowledged by Hilltops patients.</p>	
	<p>Next Meeting</p> <p>The meeting ended with thanks to all those attending.</p> <p>The date of the next PPG meeting has been agreed as Wednesday 17 March 2021 at 1300hrs, via Zoom.</p>	