

# Minutes of On-Line Meeting 17 March 2021

## Present

Anil Podar (Chair) (AP)      Pauline Coulthard (Treasurer) PC Daphne Tibbles (DT)  
 Linda McComie (LM)      David O'Donnell (DO'D)      Sue Sullivan (SS)  
 Elisabeth Clarke (EC)  
 Dr S Maddipati GP (DrM) Emma Barter, Hilltops Business Partner (EB)

Apologies: Sandra Reed, Shobhna Dave

	Item	Action S
1.	The Minutes of January's PPG meeting were agreed. Hilltops Business Partner, Emma Barter, was introduced to those present.	
2.	News from the Practice	
2.1	DrM reported that two new GPs would be joining Hilltops. Dr Sehar Ali (f) will be working 6 sessions over three days per week, starting on 04 May. Dr Suvarna Bharamgoudar (f) will also be working 6 sessions a week over 3 days starting in July. Their arrival at Hilltops should ease appointment shortages.	
2.2	A new Resident Pharmacist, Reena Raithath (f), has been appointed to Hilltops for 30 hours over 4 days per week, and will be working solely for Hilltops.	
2.3	DrM announced that, as from May, the annual review of patients with long term conditions will be streamlined so that all necessary tests would be given at the same appointment rather than at separate appointments for each test. These reviews will take place during patients' respective birth months. This means some reviews will be done early, some late during the first year while the transition takes place.	Hilltops
2.4	AP asked when it is intended for these reviews to start. DrM advised that reviews for patients with long term conditions are to start from 01 April.  DO'D asked if patients with birth dates in April will have a review or might they have to wait for a year. Those present were advised that the first year of this would require further streamlining and adjustments as the initiative progresses.	
2.5	Those present discussed Practice boundaries, which are detailed on Hilltops website. Closing the list to new patients was queried but, as previously advised, NHS England does not encourage GP Practices to close their lists and Hilltops has always resisted taking this step despite a current list of some 17,300+ patients.  Such a step would have the further disadvantage of loss of income in respect of front and enhanced services.	

<p>2.6</p> <p>2.7</p> <p>2.8</p> <p>2.9</p>	<p>EB will be looking to review all avenues of practice procedures as she builds her knowledge and experience of Hilltops, including a mapping exercise, staffing structure, etc. This review will be informal rather than intended as a formal report.</p> <p>Concerning telephone consultation appointments, DrM advised that the surgery continues to aim for a call within 2 hours of a given time during either morning or afternoon. The subject is to be discussed at the next Clinical Multi Disciplinary Team meeting</p> <p>In respect of telephone consultation appointments being made via any patient's chosen phone number, DrM confirmed that, if such a request is in the patient's notes, it will be used.</p> <p>Negotiations on the Hilltops building lease are ongoing and set to be completed within the next few months.</p> <p>During the time following the departure of the previous Practice Manager and prior to the appointment of Hilltops Business Partner, Hilltops was supported by its Primary Care Network (PCN) and local Federation. (The Federation comprises the 27 GP practices in MK).</p>	<p>EB</p>
<p>3.</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p>	<p>Update on PPG / Volunteers at Covid Vaccination Clinics</p> <p>Those present discussed the PPG annual survey, for which Survey Monkey has been chosen. It was noted that the questionnaire is quite long.</p> <p>Whilst the PPG will run the survey, previous discussions concerning the various means of doing this were covered, including the technical difficulties experienced by the PPG in past attempts at uploading participating patients' email addresses on to a dedicated PPG email account. These attempts resulted in failure due to overload. The holding of patients' email addresses by PPG members could also be a GDPR issue.</p> <p>EB suggested the survey could be done via Hilltops' website (as in previous years).</p> <p>Those present suggested that it would be beneficial if all other channels and options are utilised, eg text messaging alongside the distribution of hard copy surveys when the future covid situation allows.</p> <p>EB agreed to take all suggestions and options and investigate.</p> <p>The subject of volunteers for the covid vaccination clinics was discussed. Volunteers are still needed and DrM has passed the details of all volunteers to Maxine Roberts, Practice Manager at Whitehouse Medical Centre.</p> <p>There has been no response from her to date and DrM cannot speak on her behalf.</p>	<p>EB</p>

3.6	<p>Network Vaccination Clinic News</p> <p>As Hilltops PPG representative at Network meetings, SR provided the following update prior to this meeting:</p> <p>Whitehouse Medical Centre vaccination clinic staff are only notified on a weekly basis about vaccine delivery, leaving a very short timeframe to organise clinics and staffing when notification arrives.</p> <p>It is anticipated that by the end of March around 8,000 -9,000 vaccinations will have been given to Network patients, which is 20% of the most vulnerable patients within the Network.</p> <p>Overall, Whitehouse MC is working well for vaccinations, having developed into an extremely effective team comprising staff from all three surgeries (Watling Vale, Stony Stratford and Hilltops), as well as all the volunteers, a retired GP and a surgeon.</p>	
4.	<p>Treasurer's Report</p>	
4.1	<p>PC reported that 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>	
5.	<p>Any Other Business</p>	
5.1	<p>The CQC Inspection carried out in December 2020 resulted in an overall rating of 'Requires Improvement'. The report, published in January 2021, is available on Hilltops website.</p>	
5.2	<p>AP queried the progress of work on improvements and DrM advised that all improvements are complete now that Emma Barter, Hilltops Business Partner, is on board.</p>	
5.3	<p>The next CQC inspection is due to be carried out in the Summer of 2021. Hilltops Partners will be notified in advance when it is to take place.</p>	
5.4	<p>AP raised the question of the preference of some patients for a named GP for their appointments. DrM explained that this was not always possible, mainly because of part time working.</p>	
5.5	<p>Booking on-the-day appointments via the website is the preferred option, thereby avoiding a situation where appointments booked in advance leave no available slots for those patients needing a more urgent appointment.</p>	

5.6	Difficulty on finding where to request repeat prescriptions was expressed, for which a brief explanation of the process was provided.	
5.7	SR is to prepare the PPG Winter/Spring Newsletter.	SR
5.8	DrM asked those present if they could think of ways to support the surgery during the transition period on notifying patients of changes. DO'D commented on the effect Covid has had in taking away the face to face contact in the waiting room that is, in more normal times, provided by PPG members.	PPG
5.9	AP suggested a PPG FaceBook page. SS added that this should preferably be an information only page, with comments turned off. DrM advised that the practice has a page like this. AP will investigate.	AP
5.10	AP reported some broken links on the website and asked if Practice news could be broken down to make it easier to read.	
5.11	EB will be conducting a review of the website. SS asked if PPG could be involved in order to give the patients' perspective and this was agreed.	EB / PPG
5.12	EB mentioned Footfall, which signposts patients to other solutions as well as delivering a tile based navigation system. Footfall was the Hilltops website in place in 2020, prior to the implementation of Klinik.	
	<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 06 May 2021 at 1300hrs, via Zoom.</p>	