

Minutes of On-Line Meeting 28 October 2020

Present

Pauline Coulthard (PC) Daphne Tibbles (DT) Shobhna Dave (SD) Linda McComie (LM)
 David O'Donnell (DO'D) Beverley Tavares (BT) Sandra Reed (SR)
 Nigel Meadows PM (NM)

Apologies: Elisabeth Clarke, Sue Sullivan, Vinayak Supekar, Pat Gidley, Kay Crossby

	Item	Actions
1.	<p>The Minutes of August's PPG meeting were agreed.</p> <p>Dr Maddipati was unable to attend due to practice commitments.</p>	
2.	News from the Practice	
2.1	Dr Akusu, who has been taking surgeries on 1 day per week, is leaving the practice.	
2.2	Dr Chrys (Dr Sathiyseelan Chrysosotom) will be retiring on 30 November after having been with Hilltops Medical Centre since July 2007.	
2.3	Dr Banerjee has been taking consultations for six half day sessions per week and it is hoped that she will be able to increase this to eight half day sessions per week.	
2.4	There are currently seven GPs holding surgeries at Hilltops.	
2.5	The PCN is developing in line with NHS England requirements, employing new staff, many of whom are shared between Network surgeries. New staff include a Community Pharmacist joining within the next four weeks, employed by the PCN and funded by NHS England.	
2.6	Primary Care Networks (PCNs) are clusters/groups of practices serving 30,000 - 50,000 patients benefiting from the services of additional shared staff. These shared staff enable additional services to be provided to patients within their respective PCNs.	
2.7	The PCN incorporating Hilltops includes Watling Vale MC, Stony Stratford MC and Whitehouse MC. Whitehouse continues as not yet operational due to ongoing issues such as lease, but is anticipated to go live in December with Ayesha Rauf as Lead GP and Maxine Roberts as Practice Manager. Whitehouse will be responding to registration applications in November.	
2.8	Effects of the opening of Whitehouse MC on the other three practices are uncertain due to anticipated changes in patient numbers within each. Effects include the loss of numbers of patients from the original three Network surgeries to Whitehouse Medical Centre and the subsequent loss of income to the three respective practices. Any changes are therefore on hold pending the ongoing number of patients becoming known.	

2.9	Staff who will be shared within the Network could include complementary physicians.	
2.10	Recruitment continues at Hilltops in the meantime and includes emphasis on admin, with staff members being more generalist in order to enable greater flexibility and cover. Four new admin staff include two new secretaries, thereby increasing available secretarial services hours from 70 per week to 100, incorporating multitasking leading to greater efficiency.	
2.11	Consultations with landlords of Hilltops premises are ongoing regarding the building lease, renewal of which is imminent. An outcome is awaited following a building survey, which includes likely repair work and subsequent discussions on the anticipated extent of that work.	
3.	Progress of Flu Vaccinations	
3.1	The flu vaccination programme for over 65s is going well with more than half receiving their vaccinations at the start of September. However, vaccine supplies for under 65s were late arriving, with final delivery being in mid November so, whilst the programme is going well when vaccine is available, late deliveries have put surgeries about a month behind. The programme for the 50 - 64 age group vaccination could extend to February.	
3.2	Eligible under 65s number some 1800 and over 65s approximately 1700.	
3.3	Based on vaccine distributed to Hilltops patients last year and next year's flu vaccination programme being the same as this year, stocks for 2021 are already on order, with mid-September 2021 being the anticipated delivery date.	
3.4	Calculations are intended to avoid the over-ordering as in previous years resulting in regrettable subsequent disposal of surplus stocks.	
3.5	PC gave congratulations to Hilltops on their efficient delivery of the flu vaccine to eligible patients to date. Those present concurred.	
3.6	NM confirmed that Hilltops has not used the temporary vaccination delivery space currently being utilised by the Network at Kiln Farm. Layout at Hilltops surgery has enabled patients to enter by the main door and exit via side doors, thereby facilitating the necessary social distancing requirements and avoiding the necessity for Hilltops staff to be absent from the surgery to attend at Kiln Farm.	
4.	Action Items outstanding from August's PPG meeting	
4.1	All action items from the previous meeting have been addressed.	
5.	Update on PPG	
5.1	The PPG continues to function within a limited capacity but maintaining good ongoing communication with Practice staff.	
5.2	Network meetings have restarted via Zoom and these are attended by PPG representation, with meeting notes posted on Hilltops website.	
5.3	Preparation on the PPG Winter Newsletter will begin shortly.	SR

6.	Treasurer's Report	
6.1	PC advised that PPG funds total £405.70. This comprises £341.72 deposited in the PPG's bank account and £63.98 held in cash.	
6.2	PC confirmed that the cash box held at Hilltops has been emptied and she holding the cash in her possession for safe-keeping and ease of access under current circumstances.	
6.3	PPG charitable donations were last made in December 2019 when £400 was given to CarersMK. PC proposed that the 2020/2021 donation be to Willen Hospice in the sum of £350 which will go towards their required annual income of £4.5m. This leaves cash in hand for any PPG commitments in the forthcoming year. All agreed.	PPG
7.	Any Other Business	
7.1	Cervical Smears After the covid shut down, the service was suspended for 6 months. Hilltops currently has 36 people waiting. Practice Nurse Kerry Cooper held two extra clinics last week and there are extras already set up for the 3 rd or 10 th . The list will be cleared in two weeks. NM added that, after a six month delay, it is important that all NHS services be returned and Hilltops is working towards this.	Hilltops
7.2	Responses to written patient queries This subject being a clinical issue, NM will consult with Dr Maddipati. Concerning the aspect of delays in diagnosis, tests are ordered where a condition is not immediately identified and referrals made.	NM
7.3	Accent difficulties during telephone consultations Whilst acknowledging that accents sometimes sound stronger on the phone, NM advised that variations in accent are a feature of the times and if patients are experiencing difficulties in understanding any accent they should say so and ask for a repetition of what is being said to them. Failing this, they can put in a clinic request for the advice in writing.	
7.4	All clinicians, regardless of accent, take turns at telephone consultations, duty doctor shifts, etc., to spread the load equally and avoid any of them having to spend additional time on particularly onerous sessions.	
7.5	Use of Hilltops toilet facilities There have been lengthy discussions within the practice on this subject, but NM confirmed the NHS-England advice on toilets is clear. Whilst pregnant mothers can be an exception, it remains that if any patient uses a loo it is classed as contaminated and cannot be used again until properly cleaned. Hilltops has therefore been required to close the toilet. Cleaning takes place every evening. NM will go back to GPs and put it to them that in extreme emergencies access to facilities will be permitted on a case by case basis but in the meantime patients' access is off the agenda.	NM

7.6	<p>Patients' website difficulties Patient demand via the website has increased 50% yet many are still reluctant to use the website, jamming phone lines for up to an hour. There is a large yellow banner on the home page directing patients to Klinik where all requests and enquiries can be submitted. Hilltops has put messages on FaceBook and still contacts patients via texts.</p>	
7.7	<p>It was suggested that many patients do not have access to Hilltops website but it seems that when telephoning the surgery, staff are guiding patients through the website over the phone which therefore counters that suggestion. Until this time of transition passes, there will be a website access issue for a very few people.</p>	
7.8	<p>Referrals backlog NM confirmed that Hilltops has no referrals backlog, all referrals being dealt with as they arise. There may however be a delay with hospitals having a backlog in certain clinics but priority and waiting times rest with them.</p>	
7.9	<p>Survey Dr Maddipati will be reminded about the choice of survey and he will respond accordingly.</p> <p>NM was asked about Hilltops considering having a practice Zoom account. He outlined meeting tools being utilised in the practice conference room for ongoing meetings and will speak with Dr Maddipati about the option of adding Zoom as well.</p>	Dr M NM/DrM
	<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 13 January 2021 at 1300hrs, via Zoom.</p>	