Minutes of PPG Meeting 02 December 2021

Present

Sue Sullivan (SS)

Sandra Reed (SR)

Beverley Tavares (BT)

Dr S Maddipati GP (DrM)

Emma Barter (EB) Business Manager

Nicky Wright (NW) DPM/IT Lead

Apologies: Pauline Coulthard, Daphne Tibbles, Linda McComie, Elisabeth Clarke, Anil Podar

	ITEM	ACTIONS
1.	The Minutes of the September PPG meeting were agreed.	
2.	News from the Practice	
2.1	A new Nursing Associate, Naomi Norwood, will shortly be joining Hilltops, commencing with a little further training.	
	A new HCA, Elena, has joined the practice. Kerry Cooper, Registered Adult Nurse who left Hilltops in October, has returned on a part time basis, assisting at the surgery on Mondays.	
2.2	In January 2022, Alex (m) will be joining Hilltops as Practice Nurse following a little additional training.	
2.3	Also from January, a third medical student from Buckingham University will be on placement at Hilltops, bringing the number of placement students to three.	
2.4	GP Dr Greg Simons will be attending Hilltops on Fridays, overseeing the medical students.	
2.5	Hilltops has acquired a Doppler ultrasound machine which uses ultrasound to measure the amount of blood flow through arteries and veins, usually those in arms and legs.	
	Such a risk/pain free test can detect abnormal flow which helps diagnose such conditions as blood clots and poor circulation as well as identifying blood flow through narrowed arteries that could eventually lead to a stroke, thereby providing clinicians with important information.	
2.6	Hilltops is seeking to employ a medical secretary and applications are currently being processed.	

2.7	Dr Maddipati is to step down from his role as full equity partner from 1st	
	January 2022 but will continue holding consultations over six sessions on	
	Mondays, Tuesdays and Wednesdays from that date.	
2.8	Dr Sehar Ali (f) is a fixed share partner at Hilltops and will step up to full equity partner from 1 st January 2022.	
2.9	Flu vaccines continue to be given while the catch-up for over 50s covid vaccination is ongoing at Hilltops. Patients under the age of 50 will not be vaccinated at Hilltops but will continue to be offered vaccination at one of the many other local vaccination hubs.	
4.	Update on PPG / Network News	
4.1	A Network meeting was held on 14 October and notes of this meeting can be found within the Patient Participation Group information on Hilltops website.	
4.2	The PPG was represented at a recent workshop - <i>Understanding & Using Patient Data</i> - an event presented by Lucy Walters, Project Manager, Events and Communications, Community Involvement and Workforce Innovation, Oxford Academic Health Science Network.	
4.3	The Workshop covered the sharing and accessing of patient health data. This sharing and accessing is changing, and it is important for members of the public and patients to understand how and why this is happening and have the opportunity to share their thoughts and experiences. PPG members were invited to join the workshop to discuss their experiences and views within two breakout groups. The following speakers gave short presentations to help frame the conversations:	
	Non Hill, patient — The patient perspective & personal story	
	Emily Jesper-Mir, Understanding Patient Data — What the public think and feel about using data	
	Sir Jonathan Montgomery, Professor of Healthcare Law at UCL — The ethics of sharing data	
	Who was this event for? Interested members of the public and patient representatives.	
	A full report on the outcomes of discussions, including points raised in the breakout groups, will be produced in the New Year and will be duly circulated.	PPG

5.	Treasurer's Report	
5.1	PC reported that, as previously, the PPG has £47 in its bank account and £45 in petty cash, although PC will shortly be checking petty cash amounts currently held at Hilltops on behalf of the PPG.	PC
6.	Any Other Business	
6.1	Those present discussed the possibility of patients not reading guidance leaflets accompanying their prescription medication. It was suggested that it would be more effective and efficient if patients were to be given guidance at the time of prescribing in order to avoid any subsequent necessary tweaks to prescribed medication as well as waste.	
	This will be considered and discussed, with Resident Pharmacist, Reena Raithath, also being included in discussions.	Hilltops
6.2	The question was raised as to the clinicians' thoughts on over-the-counter vitamins and minerals, specifically those that can be stored in the body and become toxic/harmful, such as vitamin A and calcium.	
6.3	It was agreed that, whilst some supplements are both unnecessary and ineffective, guidance could be posted on a Wellbeing Page within the Hilltops website for ongoing information.	Hilltops
6.4	It was suggested that routine review appointments for patients with chronic conditions have their review appointment alerts made at the penultimate repeat prescription request rather than the final repeat prescription request in order to avoid the possibility of patients running out of their medication.	
	It was agreed this will also be looked into.	Hilltops

6.5	The planned dedicated PPG gmail address has not yet been created and remains pending.	PPG
6.6	Discussions followed on the impact on DNAs of the new system of working. It appears that there are far fewer missed appointments, although it can happen that appointments for telephone consultations are occasionally unanswered. DrM explained the preference for a second attempt following an unanswered call. If that second attempt also goes unanswered, the appointment is removed from the day's schedule and no further attempts are made.	
6.7	The posting of negative messages directed at Hilltops on a local Facebook page was discussed. These appear to have declined, with a recent message having been responded to by a PPG member who countered the inaccuracies of those views presented in that message by stating the facts. There was no further response from the person who posted the original message.	
	Next Meeting	
	The meeting ended with thanks to all those attending.	
	Next meeting is scheduled for Thursday 03 February 2022 at 1300hrs via Zoom.	