**PATIENT PARTICIPATION GROUP MEETING**

**DATE: Monday 7 October 2019 18.45 to 20.00 hours**

**PLACE: Oakwood Surgery – Meeting Room Left**

**Present:**

Sheila Ormerod (SO) (Chair)

John Marsh (JM)

Pam Stewart (PAS)

Derek Smith (DS)

Norman Windsor (NW)

Gill Auker (GA)

Marilyn Bingham (MB)

Harold Hallam (HH)

John Mason (JM\*)

Zoe Melvin (ZM)

Peter Sutcliffe (PS)

Lesley Watkins

Alan Nash

Dr Sidaway

Carla Tucker Practice Quality Supervisor (CT)

**Agenda Item 1. Introductions**

Dr Sidaway and Harold Hallam (new PPG member) were welcomed to the meeting

**Agenda Item 2 Apologies**

Peter Sutcliffe (PS)

**Agenda Item 3. To consider and agree minutes of last meeting**

These were agreed to be a true record Proposed PS Seconded JM

**Agenda Item 4. Matters arising.**

CT reported that the meeting to consider letters sent to patients asking them to a non- urgent consultation regarding a recent results, had been held earlier in the day with SO, JM, CT and Dr. Sidaway in attendance.

The letters were agreed to be acceptable with just minor changes.

CT assured the PPG that in urgent cases, the patient is contacted direct by the surgery.

**Agenda Item 5. DNA& FFT results.**

DNAs

|  |  |  |
| --- | --- | --- |
| Month | Number | 3 month total |
| Jul 19 | 197 | 197 |
| Aug 19 | 183 | 380 |
| Sept 19 | 194 | 574 |

|  |  |  |
| --- | --- | --- |
| Month | Number | Total |
| Jul 18 | 205 | 205 |
| Aug 18 | 141 | 346 |
| Sept 18 | 152 | 498 |

These figures are up by 76 over 2018 totals

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| FFT | Extremely likely | Likely | Neither nor | Unlikely | Extremely unlikely | Don’t know | Total responses |
| Jul 19 | 211 | 71 | 16 | 6 | 12 | 3 | 319 |
| Aug 19 | 192 | 79 | 17 | 4 | 15 | 5 | 312 |
| Sep 19 | 257 | 72 | 15 | 6 | 14 | 7 | 371 |
|  | 660 | 222 | 48 | 16 | 41 | 15 | 1002 |

88% positive 12% neutral or negative

**Agenda Item 6. CQC.**

1. CQC assessment 2019. CT informed the PPG of changes to the procedures of assessment. A set of standard questions are sent to the Practice and a date is set for these to be answered during a telephone call with the Practice Manager and a GP. If this proves to be satisfactory, along with other sources of information i.e. external National Patient Surveys and other data gathering the outcome / rating would remain the same as the previous assessment. If unsatisfactory a visit would take place. Each Practice will receive a visit from the CQC every five years.
2. CT commented that the recent National Survey results that our Practice results were low on answering the phones in a timeous manner. 1195 calls were received in one day recently and a new member of staff would be appointed in November to help deal with patients being able to access the surgery on the phone.

The result of the recent CQC assessment conversation is awaited.

**Agenda Item 7 Respiratory Event: 9th October.**

CT and PB distributed posters and sms-messages were sent. This event was fully booked within days. Very successful.

PB informed PPG members that Mansfield will be part of a pilot scheme specifically screening for lung health problems.

**Agenda Item 8. Prescribing Hay fever / antihistamine medication**

In line with NHS Self-Care Guidelines, hay fever / antihistamine medication which are readily available from a pharmacist for seasonal hay fever or allergies, will no longer be routinely prescribed. A self-care promotion has been implemented with the co-operation of local Pharmacists. There will be exceptions and these will be dealt with on a case-by-case basis.

**Agenda Item 9 Woodhouse items for November**

It was agreed that the following issues would be highlighted for the next issue of the Warbler. 1. Self-care, to ease winter pressure. 2. Flu vaccination appointment reminder – some patients can book these online. 3. Reminder that GPs no longer conduct triage calls more appointments are now available on the day. 4. Reminder that there are alternatives for accessing appointments (on-line etc.). Inform people of the mobile scanner for lung cancer, available in Mansfield shortly.

**Action CT/SO**

**Agenda Item 10 Patient Questionnaire.**

CT asked that PPG members consider three options and have these ready for the next meeting in December for the 2020 questionnaire.

Among items for consideration: - Dr. Sidaway explained the NHS initiative for improved End of Life Care and future care planning to cover for example: DNR, hospital or home care, etc. This is to raise awareness and for improved care.

Members expressed some concerns that this should be handled sensitively with tactful language. NW explained how forward planning in his son’s recent illness had been very beneficial.

**Agenda Item 11 Dates of meetings for 2020**

CT informed the PPG that the meetings would take place as usual every two months from February 2020 on the first Monday of the month. They would be alternate lunch and evening meetings as follows:

Mon 3 Feb 18.45 - 20.00 hours

Mon 6 April 13.00 - 14.30 hours

Mon 1 June 18.45 - 20.00 hours

Mon 3 August 13.00 - 14.30 hours

Mon 5 October 18.45 - 20.00 hours

Mon 7 December 13.00 - 14.30 hours

**Agenda Item12. PPG notice board.**

CT asked PPG members to take responsibility for items to be placed on the notice board. It was agreed that this would be an agenda item in future with members agreeing the content but CT placing them on the notice board. **Action CT/ ALL PPG members**

**Agenda Item 13. Items from PPG members.**

PAS raised the issue of commercial leaflets being placed in the surgery and sometimes obscuring more vital health information. CT asked all PPG members to check for such items and place them in the ~~waste~~ recycling paper bins available. **Action PPG members**

HH was concerned about blood test results. CT commented that if patients registered online they could access this information themselves.

LW reminded PPG members of the breakfast meeting at the John Fretwell Centre on Wednesday 9th October, Food for Thought. SO is to attend on behalf of the PPG.

LW also had information leaflets for legal help for EU citizens in the UK after Brexit.

DS complained that a recent phone call to book an appointment had taken over 20 minutes for the call to be answered. He questioned the effectiveness of the queuing system information. CT explained possibilities for delays, apologised for the delay and reminded that the online booking system is available for appointments each morning from 8.30am.

**Agenda Item 14. Date and time of next meeting.**

**The next meeting will be on 2nd December 2019 at 13.00 - 14.30 hours**

At the meeting held on \_\_\_\_\_\_\_\_\_\_\_\_\_ the above minutes were agreed as a true record