

THE BURNS PRACTICE

PATIENT PARTICIPATION GROUP MEETING

TUESDAY 3 DECEMBER 2019 AT 12.30 P.M. AT CANTLEY

Practice Members present:

Sue Greenham – Practice Manager
Natalie Greenough – Asst Practice Manager
Diane Flint – Secretary

PPG Members present:

Paul Wilson - Chair
Jon Finegold – Vice Chair
Roni Chapman
Lynn Hardy
Gwenyth Derry
Geoff Payne
Jill Hughesman

Apologies:

Dr S Park
Barbara Bell
Julie Morgan
Patricia Preece

New Members:

Gwen McChesney

Welcome and Introductions

Paul welcomed everyone to the meeting and thanked them for being able to attend. As this was Gwen's first meeting introductions were made.

Agenda Items

Minutes of the Last Meeting

The minutes were passed as a true record and are therefore to be published on the practice website. There were no matters arising from the previous meeting.

Autumn/Winter Newsletter

The upcoming newsletter was drafted by Jon and information has been added by Sue and Natalie. It is due to be published in the coming week. Information has been added about the number of missed appointments at the Practice and Sue explained how the numbers had been worked out using specific software. Sue also advised that asthma patients are now being asked to contact the Practice to book their annual review appointment rather than being sent an appointment. This is being done due to the high number of missed appointments in this cohort of patients.

The newsletter is being put on the Practice website and will also be handed to patients at upcoming Happy to Help sessions.

Geoff asked if it was possible for us to remove patients from the list if they had failed to attend several appointments. Sue advised that it is not an easy process to remove patients from a GP list size.

Jon asked if it would be possible to break down the failed appointments between those that were booked online and those that were booked over the phone or at reception. It was highlighted that when an appointment is booked over the phone or at reception a text reminder is sent to the patient. This does not happen when an appointment is booked online. Natalie said that she would check if it was possible to break the information down and add it to the newsletter. Jon also felt that it would be useful to add information about cancelling appointments and to highlight the value of cancelling to other patients.

This then led to discussion about how difficult it can be to book an appointment over the telephone. Sue advised that we are trying to encourage people to book online wherever possible without jeopardising those who are unable to. Lynn feels that it is easier to book an appointment by coming in to the Practice. Sue advised that all the phones are interlinked and are answered as soon as possible. Jon felt it would be useful to do an article for a future newsletter about this issue to try to help patients understand why it can be difficult to book appointments and to highlight the pressure that admin staff are under. Gwentyth thought it would be nice to put something positive about how our system enables patients to book appointments fairly quickly.

Jill then asked how many hours each GP works. Sue gave the breakdown as follows:

Dr Park and Dr Holloway 5 days a week (full time)
Dr Lockwood, Dr Rowell, Dr Kirkman and Dr De Silva work 3 days a week (75%)
Dr Patterson works 1 day a week (25%)

When our new salaried GP, Dr Summerscales, starts with the Practice in January she will also work 3 days a week.

We also have 6 GP registrars at the Practice with another due to start on Thursday this week.

Sue and Natalie have software that can predict practice growth and it is forecast that by 2023 we could possibly have 21,000 patients. This may then mean that we have to expand the Cantley building even further and recruit more medical and admin staff whilst all the time trying to maintain our high standards and sense of family.

This then led Jon to ask about how the primary care networks (PCNs) are helping practices. Sue advised that being in a PCN will enable the Practice to recruit additional services at scale. She did stress that PCNs are still very much in their infancy. There are 5 in total in Doncaster and we are a member of 4 Doncaster along with St. Vincent's, Mount Group and Kingthorne. Our PCN has just recruited 2 pharmacists who will work across the 4 sites and we are also in the process of recruiting social prescribers and, in the future, a physiotherapist. The practices are working together but are also keen to maintain their individuality and identity.

Discussion then went back to the agenda item of the newsletter. Natalie confirmed that she would finalise the content tomorrow and e-mail it to Paul before it being issued. It is felt that it would be very useful to hand the newsletter to patients when group members run the Happy to Help sessions.

Happy to Help Sessions

It is felt that the sessions need to be more structured and more regular to be useful to patients. Lynn reported that at the session she attended she received negative comments from several people who were not able to get through on the telephone to make an appointment and therefore had to attend the surgery to make an appointment. One patient indicated that she was not happy with the attitude of some of the reception staff stating that it was not what they said but how they said it. However, when they did see a GP/nurse they were very happy with the service received. Sue said that she would be happy for Lynn to ask patients to phone her directly should she get similar comments at future sessions. There have also previously been comments about continuity of care and patients wanting to see the same GP as they do not want to have to explain their past history over and over. Sue explained that everyone's history is on their records and that the doctors communicate to ensure that they are going in the same direction for future patient care.

Jill asked how many patients the GPs see on a daily basis and Sue and Natalie explained how the appointment system works.

Paul said that he would issue some dates for the Happy to Help sessions in January and February next year and asked that group members make themselves available to attend. The newsletter will be given out at these sessions.

Walking Club

Unfortunately, the walks that were scheduled to take place close to both Practice sites last month did not go ahead. It was felt that this was due to the bad weather. It has therefore been decided to start again in the warmer weather. Dates for the walks will be submitted at the next meeting.

Gardening Club

This has been postponed until spring 2020.

Defibrillator Update

There is still no definite site for the defibrillator. It was planned to site it on the hardware store on Cantley shops but the owners of the building, St. Leger Homes, say that the power supply in the building is not strong enough. Jon is therefore in talks with Jet to see if it can be sited in the petrol station near the Cantley site. Funding has been promised from various groups, including the Practice, for the cabinet and consumables and several groups are happy to provide training on how to use the defibrillator. Jon should have some more information in time for the next meeting.

PPG Networking Update

Jon and Barbara continue to attend the network meetings. Information from the latest one included a course at The Dome called Escaping the Pain aimed at those people living with hip, ankle or knee pain. It is from 6 January -12 February 2020 and costs £25.

There was also a talk by Liz Leggott around carers and Alexandra nurses and Barbara has asked that she write an article to go on the Practice website.

There are meetings scheduled to take place in Doncaster later this month about the changes to adult social care charges and more information can be found on the council website. Any comments about this need to be in by 22 December 2019.

Firefly

This is to be discussed in more detail at the next meeting that Barbara is able to attend and there will also be a presentation. Geoff has now become a volunteer driver with them.

Other Local Activities

Young mum's group – this is proving to be very successful.

Gwenyth is part of the team who run the Cantley community coffee shop every Monday from 9.30 a.m. to 12.30 p.m. It is open to anyone of any age and they have guest speakers, exercise classes and crafting/baking sessions. She has asked if our healthcare assistants could attend one of the sessions to do a talk. We are just waiting for one of them to come back from her placement so a definite date can be decided on. Jon also thought it would be useful if someone could go there to do a Happy to Help session.

Any Other Business

Jon asked Sue about the Practice being a Safe Surgery and how we decide who we can and cannot treat. Sue explained what a Safe Surgery is and that we do not turn anyone away who approaches the Practice to register for medical help. She advised that we do ask for ID but if the person does not have any they can still register. She advised that we are not a political vehicle and if the person needs treatment we will provide it.

NHS carol service – Natalie has received an e-mail from the CCG about a carol service to be held at St. George's Minster on 12 December 2019 at 5.30 p.m. She will add the information to the Practice website and Facebook page.

Jon commented that he thought the Facebook page was very effective and the best way to communicate with a lot of our patients. Natalie confirmed that she is happy to post information on there from the PPG.

Noticeboards and displays – Gwenyth commented that she was very impressed with the updated displays. Sue and Natalie advised that Emma, a member of the admin team, has taken on the responsibility of maintaining the noticeboards and will be starting the Christmas one tomorrow.

Car park access – Sue advised that bollards will soon be placed across the car park entrance at Cantley due to the nuisance caused by some drivers when the Practice is closed.

Action Points

Action to be taken:

Failed appointments breakdown

Responsibility:

Natalie

Dates for Happy to Help sessions

Paul

Walking Club dates for walks

Group members

Talk at Cantley community coffee shop

Sue

Defibrillator update

Jon

Date of next meeting: Tuesday 3 March 2020 at 12.30 p.m. at Cantley