

THE BURNS PRACTICE

PATIENT PARTICIPATION GROUP MEETING

TUESDAY 11 JUNE 2019 AT 12.30 P.M. AT CANTLEY

Practice Members present:

Dr S Park – GP Partner
Sue Greenham – Practice Manager
Diane Flint – Secretary

PPG Members present:

Paul Wilson - Chair
Jon Finegold – Vice Chair
Roni Chapman
Gwenyth Derry
Barbara Bell

Apologies:

Cheryl Watkinson

New Member:

Patricia Preece

Welcome and Introductions

Paul welcomed everyone to the meeting and thanked them for being able to attend. As we had a new member attending introductions were made.

AGM Nominations

Paul highlighted that the purpose of the AGM was to elect new officials for 2019/2020 for the role of Chair and Vice Chair. He advised that he had not received any applications or nominations so asked the group members present who they would like to nominate. Gwenyth nominated Paul for Chair which was seconded by Barbara and Paul accepted. Barbara nominated Jon for Vice Chair which was seconded by the rest of the group and Jon accepted.

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.

Before moving onto the agenda items Jon thought it would be a good idea if the group had a recap of everything they had achieved over the previous 12 months. This included the Happy to Help Sessions at both practice sites, Jon and Barbara's attendance at the networking sessions and their involvement with Healthwatch, improved signage at both practice sites, the information and appointment call screens, the improvement of the information that is shown on the call screens, Barbara's article for stoma patients that has been put on to the practice website and improved noticeboards at both practice sites.

Agenda Items

Happy to Help Sessions

It was felt that the Happy to Help sessions are useful and should continue. There has not been much negative feedback from the patients who have been approached. The sessions will continue over both practice sites. Jon and Barbara said they hear a lot of complaints about

other practices including their appointment systems when they attend the networking sessions. Dr Park advised that it has taken us quite a long time to set up a system that we feel helps our patients. Patricia said that as a new patient she had found her first experiences with the practice very positive. It was felt by most members that the complaints we do receive are usually from those patients who do not come to the practice very often and therefore do not understand the systems we have in place.

Group members mentioned that the time they spent at the practice doing the sessions highlighted to them the diversity of people and queries that the admin staff in reception have to deal with including patients whose first language is not English and those with mental health issues. Barbara feels that the front desk staff are fantastic and that it must be down to the fact that they have received excellent training. Patricia said that she found the staff very helpful and Paul said that all staff had a positive attitude. It was asked that these comments be fed back to all the staff. Sue advised the group members that the admin team have regular meetings with training around how to react to situations that might arise in practice and that they work through scenarios to help them understand people's reactions. She also advised that the telephones in the practice record conversations and that these can be listened to and used as learning tools. Gwenyth also commented that she finds it encouraging that admin staff will always try to find out the answer to a query.

WiFi

We now have WiFi in the practice and group members will now be able to use the Happy to Help sessions to promote online registration to enable patients to order prescriptions, book appointments and view their medical records. They will arrange drop-in sessions and promote these with a poster.

Practice Website

We have a new website and it is felt by everyone to be much improved and more streamlined. Jon did have a couple of points that he felt could be changed and he will discuss these with Sue and Natalie.

Defibrillator Update

Unfortunately, there has not been much progress on this. Jon is still waiting for someone to agree to site it on their premises. It is likely to be on the DIY store on Cantley shops and he will know more once the new owner has settled in. He has financial support in principal from a couple of organisations. St. Leger Homes have been approached about paying for the cost of the cabinet as have the electricity company. The owner of the building where the cabinet ends up being sited will also be approached. There is still no confirmation as to whether the CCTV near to the shops is actually recording and who monitors it.

PPG Networking

Barbara recently attended a network meeting and was asked if she felt our group met frequently enough. After discussion it was agreed that all groups meet differently and that our group was set up to meet quarterly with practice staff and then for interim meetings to take place just with group members as the need arose. If there was a project that needed more input then practice staff and group members could meet more often. Paul told the group that he meets with Sue, Natalie and Diane a few days before scheduled meetings to discuss any agenda items. Gwenyth felt that as everyone in the group is linked by e-mail it is not necessary for meetings to be scheduled more regularly. It was agreed by all present that the way we do things works. It was also felt that the network meetings give a good insight into what is going on in the local area and are a good way to collate information. The PPG

members will need to keep their noticeboards up to date at both practice sites to help the practice move forward.

Health and Safety Matters

Jon has noticed that one of the toilets at Cantley does not have a lid. Sue advised that the toilets are cleaned every day and it was not felt that any other action was needed. It was highlighted that accessible toilets do not have lids.

Newsletter Update and Related Articles

Jon said he felt that the group were “short changed” when it came to the newsletter and felt that the information they provided was “stuck on”. Sue advised that there are costs incurred when printing newsletters which Jon agreed with but she also advised that of the ones that have been printed most are still in the practice waiting for patients to take them home. It has been noted that most patients pick them up, flick through them and then put them back. The newsletter is on the website as is Barbara’s article for stoma patients, carers and family members. This then led to a brief discussion about carers in general. Sue advised the group that we ask our patients if they are a carer to ensure that they get the support from us that they need. Gwenyth felt that there is now more support for carers than there was previously.

After discussion it was felt that the next newsletter should be produced in the autumn so information about flu clinics can be included. The flu clinics will revert to being appointment only rather than drop-in sessions as last year’s sessions were logistically very difficult for the practice to administer. Appointments will be offered at different times during the day and Saturday mornings are also being considered again. An article about flu and the seriousness of the illness is to go in the newsletter and possibly on the PPG noticeboard. Sue advised the group of the competition there is now surrounding flu vaccines and explained that pharmacies have trained some staff to give them. Jon asked if it would ever be feasible for the practice not to give them and Sue said that it would not. We have the patient’s record available to review for adverse reactions or allergies so we can watch for any potential side-effects and have the medical staff present to deal with any problems that might arise. Sue also advised which patient groups will be offered an appointment for a flu jab.

Possible PPG Activities

Book club – This would involve patients coming to both practice sites to exchange books. This would be a social forum and also a way of possibly getting people to join the group. After discussion it was felt that it would mean a member of the group being present every day to ensure the area was kept tidy and that it would take people away from local libraries that are already struggling to stay open.

Coffee mornings – This was felt to be a better idea. It was felt that people would need a reason to attend and that it would probably need to be around a particular theme and possibly involve a speaker. It was also felt that information packs should be produced around the theme so that people could take them away. It was felt that this would be a good way for people to share their stories.

Community Garden at Cantley – This was also felt to be a good idea depending on how much land could be used and what could be planted. It was felt that a wildflower garden would be a good way to start.

Walking Club – It was agreed by all present that this would be a good way of improving people’s fitness and helping those who were isolated. Walks could take place around Cantley

Park and Town Fields. It would have to be promoted as the PPG walking group not The Burns Practice walking group.

New/Young Mums – This group is already set up at Cantley. New mums and young mums can meet up over lunchtime for an informal chat over refreshments. It has been set up to try to reduce isolation and is still a work in progress. A GP, nurse and midwife will attempt to attend the meetings to support those who attend.

Any Other Business

NAPPG paperwork has been sent to Paul and he has read it through but it needs to be discussed further amongst group members.

New patient registration paperwork – Patricia asked if it would be possible for new patients to complete the registration paperwork online and then e-mail it back to the practice. She was advised that this was not possible and that the signed form needs to be brought to the practice so the information on it can be matched up to the photo ID and proof of address provided by the patient.

Passwords – Paul asked if we were still setting up passwords for when patients come to collect prescriptions and letters. Sue advised that we are and it is happening as a result of the new data protection regulations. She also advised that a staff member from another practice had heard what we are doing and is taking it back to their practice for them to set up something similar.

Wellbeing Officer – Gwenyth advised that there is a Wellbeing Officer at Doncaster Council who is able to visit groups to talk about what changes are being made to NHS care in Doncaster and what funds are available. They can also advise on the various local charities that are being used to help patients and free up medical staff to do the more clinical tasks. Dr Park then described the various outside resources that the practice uses having employed a community matron.

Future changes in the NHS – This was discussed as there are changes happening over the next few years in the NHS to encourage collaborative and multi-agency working. Instead of practices working individually it is planned that they should join together to become networks with over 30,000 patients and to be able to bid for services for those patients. The GPs at the practice plan to do things differently to other areas of Doncaster by joining up with 3 other practices in Doncaster to form their own network with over 50,000 patients. These practices are Mount Group, St. Vincent's and Kingthorne. There is money being made available for networks to be able to bid for services from specialists who would work with the practice. For example, in the first year it is planned to employ a pharmacist to help with medicines management and education and to ensure cost-effectiveness of prescribing and to continue with safe prescribing. It is also planned to contract the services of a social prescriber to help those patients who have social issues that are possibly compounding their medical problems. They would be able to get help with befriending, shopping and making contacts etc. This is very much in its infancy but all 4 practices are hoping the opportunity to work together will make the network a success.

Action Points

Action to be taken:

Responsibility:

Comments from PPG members for admin staff

Sue

Online registration drop-in session posters

Group members

Website tweaks

Jon to talk to Sue & Natalie

Noticeboard upkeep

Group members

Flu article for newsletter

Group members

Coffee mornings

Group members

Walking group

Group members

Date of next meeting:

Tuesday 3 September 2019 at 12.30 p.m. at Cantley