

Thornbury Centre for Health PPG Meeting 23.7.2019		
Subject	Comments	Action
Present	PPG: AA, CH (Chair), SO, DP, DR, MR, BS (minute taker) Practice: EB, MP, AW	
Apologies	JJ, TK, JR	
Minutes/ Matters Arising	Minutes of 24.4.19 meeting approved.	
Reception Area	<p>Improvements continue to be made to the reception and waiting room area and information displayed to patients.</p> <p>The laminated instructions for the BP machine have been defaced again. It was agreed that MP would e-mail them to CH/BS so they could be reformatted to be large enough to be read when printed and laminated in A3 format and placed on the wall (CH would ask WTC to print and laminate them).</p> <p>EB is responsible for looking after the waiting area and checking it every day if possible, to ensure all is OK (the staff don't see the area from the patients' perspective as they use a separate entrance).</p> <p>Two new receptionists are being trained.</p> <p>There are now 3 receptionists in the morning and 3 in the afternoons, and efforts are being made for a receptionist to be at the front desk all the time, but that means that there are only 2 receptionists manning the phones (instead of 3).</p>	MP/BS /CH
Text Messages	<p>Concern was expressed that when patients were told to contact the practice about test results it could be worrying if the urgency/seriousness was not conveyed in the message. MP stated that, for confidentiality purposes, no more information could be included and that the text message is a pre-formatted standard message rather than individually written.</p> <p>It was reiterated that more messages could be sent to patients by text eg alerting them to the new newsletter, the best way of requesting repeat prescriptions.</p> <p>MP stated that c 80% of patients had provided the practice with their mobile numbers.</p>	
Newsletter	The second newsletter was published in May 2019. The practice staff had all seen it, read it and were giving it out to patients. Local pharmacies had also been issued with a supply. MP would send a list of local pharmacies that are used by the practice to DR to ensure that they all had copies of the newsletter to enclose with repeat prescriptions.	MP/ DR
Practice Leaflet	MP would check to see what needs to be updated in the practice leaflet to see if a new one should be published (eg doctors have changed, the referral system has changed). BS to send the first version in Word format to MP.	MP/BS
Practice Website	It was agreed that minutes of the PPG meetings would go on the practice website (once they have been approved at the next PPG meeting). BS to send minutes of 24.4.19 meeting to MP/EB for them to go on the website.	BS/MP /EB
On-line Records	Blood test results are available on-line, but full clinical records aren't due to be made available until April 2020.	
Appointments Status	<p>Patient Partner has been operating since the end of Dec 2018.</p> <p>About 10% of appointments are made using PP.</p> <p>Receptionists can no longer accept patients saying that the reason for seeing a GP is 'personal' as they have to make sure that appointments are not wasted and that patients see the correct HCP.</p> <p>The B&I Locality hub has been based in our building since 1 June 2019, and would remain there until 1 Sept 2019. Hub appointments are underused in the B&I Locality, but our practice is making good use of these appointments.</p> <p>A Clinical Pharmacist will be working in our practice 2 mornings a week from 25 July doing asthma review and medication audits, hopefully freeing up some</p>	

	GP time. Next year should see the appointment of physiotherapists who could free up GP time as they will see patients with back problems. Social prescribers will also take some of the workload in future (they connect people with non-medical support, such as day centres, charities or community groups to improve patients' wellbeing and tackle social isolation).	
Referrals	There is a new referral system in operation. The practice can inform patients that a referral has been processed but there is no phone number they can contact if they haven't heard for 4 weeks.	
Patient Awareness Day	The recent Respiratory Awareness Day at the Brentford practice (11 May 2019) had seen a good number of patients from our practice attending. Brentford are planning more such days on the following topics: Mental Health Awareness (5 Oct 2019), Addiction (early 2020). AA suggested we run a Back Problems Awareness Day. We could have talks on how to look after your back from a physiotherapist, a session on Alexander technique. MP will try to recommend a physiotherapist for such a talk. BS will investigate possible speakers from charities dealing with back issues. Possible date of Nov 2019, and a venue needs to be found close to the surgery.	MP/BS
Building Update	No progress on extending the building; MP reported that NHS Property Services had cancelled meetings, but another meeting was due to take place in the next few weeks. Estimates of costs are awaited from NHS Property Services. BS stated that she has suggested that with the proposed move of Tesco to the Homebase site, that a health centre is included in the plans. Alternatively, the building currently occupied by the Bolder School on a temporary basis will become available in autumn 2021 and could be used as a health centre? All the cars that have been abandoned and taking up space in the car park have finally gone. MP will see if there any chance of getting the lane lines drawn in to allow more cars to park, as the lane demarcation lines have faded long ago.	MP
PPG Membership	There is still an imbalance on the PPG – too many older people, not enough younger people or those from ethnic groups. AA suggested that Dr Merry be asked how to improve this from his experience of being involved with the PPG in his previous practice. The Patient Awareness Day in our practice might also provide some more volunteers for the PPG.	MP BS
PPG Objectives	AA suggested that we look to see which practices are scoring well in those areas where our practice is not doing so well (from the Ipsos Mori GP Patient Survey) and invite their Chairman to come and speak to us at a future meeting.	CH/BS
Local NHS News	BS updated the group on what is happening locally. There are plans to merge 8 CCGs into one NW London CCG.	
Next Meeting	Wed 30 Oct, 2-4 pm, WTC, Boardroom	CH