

**MINUTES OF THE MANOR PRACTICE PPG MEETING
MONDAY 13th JANUARY 2020 AT 1 PM
HELD AT ASHFURLONG HEALTH CENTRE**

Present: Chaired by Sue Kay
Attended by Jo Twist, Tom Forrester, Elaine Joiner, Marie Collins, Andrew Pike, Dr Mark Forshaw, Mrs Lesley Davis (PM), Anna Cinar (Minute taker)

1. Apologies: Dr Fraser Hewett

2. Previous Minutes approved & signed

Jo queried a number of items on the PPG policy that had been handed out at the last meeting:-

Page 3, 1.4 – felt to be not applicable

Page 3, 2.1 – felt that PPG members should also be added

Page 4, 3.2 – change to 10 members plus 2 Officers

Page 8, 2.2 – remove this item

Lesley agreed to update the policy accordingly

Jo read out a report she had done on behalf of the PPG for the forthcoming CQC inspection for which Dr Forshaw and Lesley thanked her for the comprehensive nature of the report.

3. Vice Chair's Report: Please see attached

4. Feedback from Tom/Andrew re: Practice Meeting

Dr Forshaw thanked Tom & Andrew for their contribution to the PLT staff meeting held in December which staff had found as a helpful insight into the PPG. Tom explained they had sat in to the Dementia Friends presentation which was interesting and useful. Jo suggested the PPG consider organising an evening event on dementia for patients to attend, to raise awareness, and to invite the speaker from St Giles.

Tom suggested inviting a member of the reception team to one of the PPG meetings for them to gain a better insight into the work done by the PPG members and this was agreed by Dr Forshaw and Lesley Davis.

Lesley to discuss with staff and ask for representatives to attend next PPG.

5. Practice News

Dr Forshaw updated the members with recent changes within the Practice, confirming that Dr Charlotte Parnell had joined us on a part-time basis and Dr Kate Rees was due to start shortly as a part-time GP.

Tom brought up the fact that having a "named GP" was quite misleading as rarely did patients manage to see the same doctor. Dr Forshaw explained the difficulty with recruiting full time clinicians which was backed up by Marie who said this was a problem across the NHS in general.

Dr Caroline Wall is due to go on maternity leave in June 2020 and Dr Judith Rimmer is taking her retirement in April 2020.

We have a new full-time FY2 trainee GP called Dr James Roe, who has recently joined us for the next four months, and Dr Aatifa Jamil who is an ST3 GP, working with us for the next year.

Dr Forshaw provided a CQC update confirming that significant improvements had been made. The medication management was now complete with the Meds Management Team concentrating on monitoring high risk drugs, medication reviews, blood tests, etc. As requested by the CQC, sepsis training had also been completed with Dr Meyyappan qualifying and training other clinicians in sepsis awareness. He explained there were now sepsis boxes in each surgery should urgent intravenous antibiotics be required.

Dr Forshaw also confirmed that the practice had tightened up on screening patients and GMC registrations, and that monthly staff meetings were being held which was proving to be a good forum for staff training.

Dr Forshaw asked the PPG members for their ideas on educating patients regarding over the counter drugs to cut down on unnecessary expensive prescriptions and to save valuable GP time.

Marie to add to newsletter

With regards patient medication reviews, Andrew suggested a note be added to scripts asking patients to book an appointment for their review rather than just stating a due date.

Lesley to add to scripts

Dr Forshaw also asked the PPG members to encourage patients for feedback on public data websites for the Practice such as "Health Watch" and "Fingertips Data". It was suggested that feedback from patient surveys could be added to these sites.

Lesley explained that the system had changed for the extended hours' surgery, as lead by Government, so that on a Saturday morning and Monday evening all appointments were now pre-bookable only and the phone lines were unavailable at these times so patients would be directed to BADGER for urgent queries during these times. Elaine asked whether Ley Hill's extended hour surgeries were still available. Lesley confirmed that as a practice we only had a few allocated slots which were also pre-bookable and these were on a Saturday morning and Tuesday evening. Elaine was concerned that staff did not seem to offer these appointments unless specifically asked.

Lesley to remind staff accordingly

Andrew asked about the triage system and whether there were appointment slots unused at the end of a telephone triage system. Dr Forshaw confirmed that this was never the case and that all appointment slots were used to the full. Jo asked whether there was a cut off time for triage calls. Lesley shared with the meeting that at one site, on one morning, there had been 79 triage calls and that consideration may need to be given to having a cut-off time for triage calls in this instance.

Lesley notified the meeting that a social prescriber called Gita was attending twice a week, one day at each site, to talk with patients in waiting areas, to get a feel for what support is needed. Her aim is to support patients who are lonely or depressed, etc., by offering group exercise, gardening, access to social care, etc.

Andrew felt that the PPG could help support and promote this service

Sue to add to next meeting agenda

6. Remote Access Update

Lesley confirmed that she had trialled this at home using an app "ZOOM" which was a free service.

Marie & Lesley to trial this with each other

7. PPG Applications & Forms

Jo passed round the redesigned application forms for members' approval. This was well received with just a few minor changes suggested such as removal of DOB and replace with age category boxes, asking applicants' availability to attend face to face meetings usually held on a Monday lunchtime or whether they would prefer to join a virtual group.

Jo to amend and email to Anna so it can replace the current registration form on the website.

Jo reiterated that the constitution states 10 PPG members and 2 Officers so 12 in total to attend face to face meetings but there was the option for virtual group members. Andrew felt there was a need to filter out recent applications that had come through in numbers of 75+ to ensure we have tech-minded members and a fair representation of members. Lesley explained that we could not be discriminatory.

8. Patient Survey Questionnaires

Sue confirmed that the updated patient survey questionnaires were out at both sites and the survey would be open until the end of February 2020. Sue invited members to volunteer their time to attend both sites to encourage patients to complete the questionnaires.

Marie suggested adding the questionnaire to the website so patients could complete it on-line and email to PPG nhs account.

Lesley to email Anna the questionnaire and Anna to add to website

Elaine also suggested a patient text be sent reminding patients to access the questionnaire on-line or complete in surgery.

Lesley to discuss with Carol Moore on her return from A/L

9. PPG Email Account

Members asked to be reminded how to access the PPG email account. Lesley gave a visual demonstration and members noted access down.

10. DNAs

Lesley confirmed that it had been decided that patients who DNA 3x will receive a letter advising that they can no longer pre-book appointments so will have to go onto the triage list for that day. If they then fail to attend, it may be necessary to reduce their monthly scripts to fortnightly to encourage them to attend.

Tom suggested adding a note to the DNA poster to read something along the lines of "patients who repeatedly do not attend their appointments affect your ability to see a GP. Please ensure you cancel if you are unable to attend, by phone, on-line or by text".

Jo passed round the annual DNA poster detailing the number of DNAs and associated cost to the Practice. Thanks were passed to Jo for her work in producing this information.

Dr Forshaw asked whether a note could be added to the PPG board to remind patients they can cancel on-line and by text.

Jo to action

11.AOB

Marie reminded members that the next newsletter was due to be sent out and asked for any contributions.

Anna to email Marie updates of new clinicians ✓

Jo confirmed that text reminders for Nurse and GP appointments at James Preston, were stating the site to attend. However, any appointment booked at Ashfurlong, other than nurse appointments, did not state the site to attend.

Lesley to look into whether tick box issue

12.Meeting Dates:

Monday 9th March 2020 at 12.30 pm, held at Ashfurlong Health Centre (AGM)

Monday 11th May 2020 at 1 pm, held at Ashfurlong Health Centre

Attachments: Vice Chair's Report