

**MINUTES OF THE MANOR PRACTICE PPG MEETING
MONDAY 4th NOVEMBER 2019 AT 1 PM
HELD AT ASHFURLONG HEALTH CENTRE**

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

1. Apologies: Andrew Pike, Elaine Joyner, Marie Collins

2. Previous Minutes approved

3. Vice Chair's Report: Please see attached

Sue raised the importance of recruiting more members to the PPG and the drive to engage the setting up of remote access (see AOB below).

4. Welcome of PM

Sue welcomed our new PM, Lesley Davis, who went on to introduce herself with a brief background history of her experience. Lesley confirmed she would be working across both sites spreading her time equally, being at JP Mon/Wed and Ash Tue/Thu with alternate Fridays at each.

Tom introduced himself – member of the PPG since it was founded some 8 years ago & keen to be part of the community.

Jo introduced herself – member of the PPG for 6 years with a background in business & finance and having studied law. Was also PPG chair 2018/19, stepping down in April 2019.

5. Practice News

Dr Forshaw (MLF) updated the members with recent changes within the Practice, firstly expressing his delight at having Lesley join the Practice as Practice Manager.

MLF advised the members that Dr Chan was due to leave to join a practice closer to home at the end of November but that we had employed two new female doctors, due to start in December and February.

Jo fed back concerns that she had received from patients regarding the high number of locum doctors the Practice was using. MLF explained that this was necessary due to illness, etc, but reassured the group that the Practice used a regular pool of locums as much as possible. Tom suggested that locums who had regular sessions with the Practice could have their name and photo added to the boards so patients recognised them; however, MLF explained that for legal reasons they could not be described as "regular locums". Jo asked whether the names of those locums who were regularly doing sessions could be notified to the PPG members, so that should patients ask, they would be able to reassure them.

MLF advised the meeting that the Practice had a mock CQC inspection last week who seemed pleased with the massive amount of work that had been undertaken by the Practice in terms of tightening up on scripts, producing protocols/policies, structural changes including sharing the management across Partners, etc.

He advised that the full re-inspection was likely to be within the next few weeks and asked for PPG members to be available if required.

Jo asked about medication reviews and MLF confirmed that we had a dedicated member of staff, David Morgan, who was now undertaking the management of this and ensuring that blood tests, etc., were organised prior to scripts being issued. Lesley also advised the members that we now had a dedicated Prescription Clerk which would also hopefully make the system run more smoothly.

MLF also explained the importance of educating patients about the necessity of ensuring blood tests were regularly undertaken before requesting medication if required. He also reminded members that due to the higher level of script management, the turnaround time was now 3 working days.

Lesley mentioned that the Practice was looking at employing an in-house pharmacist to help relieve the pressure on doctors regarding prescriptions.

Lesley also discussed an initiative to share an in-house paramedic across the PCN (Hawthorns, Ashfield & Manor practices) who would take over home visits to also ease the load on GPs. This was currently in discussion and unlikely to come to fruition for a couple of years.

Lesley handed to the members of the PPG a confidentiality policy and a PPG policy, asking members to take these away to read and come back with their views at the next meeting.

6. Surgery Meeting (Protected Learning Time (PLT))

Andrew & Tom kindly volunteered to attend the PLT on 13 January 2020 on behalf of the PPG to present a brief introduction to staff of what the PPG is about and how it supports the Practice.

7. Comments Book

Sue summarised comments that had been left by patients at both sites in the comments book as follows:-

Ashfurlong (9 comments)

- highly praised GPs and reception staff
- Found background music to be too loud and felt a more relaxing genre would be more suitable

James Preston (5 comments)

- Request for text reminders to state which site to go to **
- Praise for triage system
- A number of patients felt they had a very long wait in the waiting area before being called through for flu vacs
- Patient asking about the possibility of digital/conference call appointments

** Both Jo and Tom confirmed that their text reminders did already confirm the site at which their appointment was booked.

Lesley to check this is in place

8. DNA Figures

Sue presented Andrew's point regarding DNAs and asked whether an action plan should be drawn up for patients who persistently DNA.

Lesley agreed to audit age categories, etc and also provide a breakdown of "on the day appointment DNAs" which she would present to members at the next meeting. Jo presented her figures for which Lesley thanked her. Mark felt that DNA figures seemed to be reducing and with appointment slots increasing, felt this was very positive.

Lesley to audit DNA categories & check NHS England for an accurate GP appointment costing and to let Jo know.

Jo asked that her thanks be passed on to Carol Moore who was providing DNA figures on a monthly basis on time for Jo to produce her poster for the PPG board.

9. Leaflets/Notices

Andrew sent a message in his absence regarding the excessive number of leaflets and notices on boards in the Practice. Sue suggested a self-help information folder rather than separate leaflets. Tom agreed that combining leaflets would be tidier.

Lesley to review noticeboards and management of leaflets

10. Complaint Form

Andrew had noticed that the print was poor on the complaints forms on reception and felt these needed an overhaul.

Lesley to review

11. Patient Surveys

Jo raised the question of when and how long to run the patient surveys as in the past they had run from October to February but last year were only out for six weeks and as such sufficient responses were not collated to accurately evaluate the service being offered to patients. It was also felt that the survey questions needed updating and it was agreed that a sub-committee of PPG members would work on this. Jo, Sue and Tom kindly agreed to form the sub-committee.

Sub-Committee to email Lesley with draft survey for approval

Lesley agreed that the survey should go out as soon as possible and run for the required time (approx. 4 months).

12. Christmas Coffee Morning

Informal meeting agreed for Monday 9th December 12pm onwards, at Chase Farm Coffee Shop, Weeford Road

13. AOB

Sue had noted that on the website the PPG was, in parts, still referred to as the PRG

Anna to contact web designer to change this

Jo asked Lesley for ideas on recruiting new member to the PPG. Lesley agreed that text messages inviting patients to join would be a good way of reaching a number of patients but would first need to set up a dedicated PPG@nhs.net email account.

Lesley to set up new email account accordingly

Lesley also suggested having a dedicated corner table at both sites for all PPG information that members could man themselves.

Lesley to organise tables

Anna advised the meeting of the new facebook page that had recently been set up for <**Manor Practice Sutton Coldfield**> which could also be used as a platform for advertising the PPG.

Anna to add something to the FB group

It was also pointed out that the meeting dates on the application forms were incorrect.

Anna to amend the meeting dates to a Monday and update website

Picking up from Sue's report, the request for remote access was explained to Lesley as something that potential PPG members had asked for to enable them to contribute to meetings remotely rather than attending in person.

Lesley to investigate software to allow this

14.Meeting Dates:

Monday 13th January 2020 at 1 pm, held at Ashfurlong Health Centre

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

Attachments: Vice Chair's Report