

**MINUTES OF THE MANOR PRACTICE PPG MEETING
THURSDAY 5th JULY 2018 AT 1 PM
HELD AT ASHFURLONG HEALTH CENTRE**

Present: Jo Twist, Sue Kay, Lindsay Higgs, Lynne Jackson,
Andrew Pike, Elaine Joyner, Dr Nigel Speak, Julie Miller (PM), Anna Cinar

1. Apologies: Tom Forrester, Eva Dancheva, Mary Casey, Marie Collins,
Alison Bownass

Non-Attendees: Marie Hendrick, Gordon Barber, Cath Bogle

2. Matters Arising

- Minutes of previous meeting approved and signed as a true copy.
- Thanks were extended to Jo for preparing the agenda and steering today's meeting.
- NJS explained that the committee needs appropriate representation of patients but when appointing committee members, not to make too great demands on personal time.
- JM confirmed that DNA numbers were to be highlighted on a monthly basis and displayed on the new rolling screens, discussed later in the minutes
- PPG name badges have been prepared and have been left at ASH so will be available for members at social events
- JM reiterated that she agreed a PPG help desk was a good idea but queried the practicality of this. It was agreed that a sub-group would be organised to discuss the way forward with the ideas of a help desk, noticeboard update. With regard the help desk, NJS suggested a PPG communication platform/help desk say once a month, perhaps targeting midwifery/baby clinic days to target younger patients as well or tying it in with flu clinics due to be scheduled for the end of September.

Andrew, Elaine and Sue agreed to set up a sub group to agree dates and times to come into the practice to speak to patients and discuss the above.

3. New Member Applications

Anna confirmed that she had received three or four recent applications and had emailed three of these patients with information about the PPG and inviting them to this meeting. It was pointed out that previously, all new members were "vetted" by the committee before being accepted. It was therefore agreed that all new applications would be sent through to Sue who would acknowledge them and arrange for two members of the committee to meet informally at a coffee shop, etc before inviting them to attend a meeting.

It was also suggested that the application form be updated to include when new members felt the best time of day would be for meetings to be held for their convenience and that a note be added to advise patients that their application would be forwarded on to the PPG committee who would be in touch directly.

Lindsay pointed out that the PPG should be a committee of no more than 12 members but that these needed to be active members. It was suggested that we write to members who have not attended three meetings in a row that we assume they are no longer wishing to be on the PPG committee. This will be the responsibility of members to organise accordingly.

Anna to update application forms and pass on recent new member details to Sue.

4. Practice News

Extended Hours

NJS and JM opened a powerpoint presentation prepared by OHP introducing the idea of GP extended access which comes into force on 1st October 2018 and that PPG's would be notified once it went live. This explained that patients would have access to GPs evenings and weekends but that these appointments were to be pre-booked routine appointments. There will be 7 hubs/sites for extended hours covering 460,000 patients across 38 practices in the area and our local hub would be Ley Hill Surgery, Four Oaks. NJS advised that funding would therefore cease from April 2019 for our own late night surgeries and Saturday morning clinics at ASH but this was still in discussion.

Rolling Screens

JM advised the committee that the Practice were purchasing two mac books which would be used to update the rolling screens which in turn would hopefully lead to reducing the amount of information currently on noticeboards. She also confirmed that two new large TV screens were being sourced and the rolling screen information would be sharper, quicker and kept fully updated.

Staffing

Dr Isobel King has now taken early maternity leave for her baby due in September 2018.

Dr Chitra Meyyappan, Grade ST3, will be joining us for 12 months in August 2018.

Dr Katherine Birse, Grade FY2, will be joining us for 4 months in August 2018.

5. Virtual Site Update

JM confirmed she had received an email from our website management service confirming that all access to the virtual PPG section of our website has been removed due to the new GDPR regulations that came into effect on 25th May 2018. We can still post the minutes on the main page but cannot email patients directly anymore.

JM advised the committee that she had been in negotiations with the CCG communications team on how best to manage the PPG virtual group now and had been advised that they had received quite an influx from PPG support groups across all practices and that they hoped to be able to send a representative to attend one of our meetings in the future to discuss how best they can support the PPG.

6. Appointment DNA's

JM confirmed that in the period 1/5/18 to 1/6/18 there had been 252 DNA's recorded across both sites which equated to 2% of the population. Andrew raised the question of ensuring patients' update their mobile numbers with us on check in so that reminders could be sent out to try to reduce this number and a note added to the text that "it is never too late to cancel".

Lynne asked about the possibility of charging patients for missed appointments. NJS said that he did not feel this was appropriate in his view and policing it would be very difficult.

JM to provide monthly figures that can be displayed on the rolling screen which will hopefully create awareness and bring the number of DNA's down.

JM to ask reception staff to check mobile numbers as patients attend. Policy to be put in place to ensure that a letter is sent to patients on their third DNA.

7. Harmonisation of Appointments

Andrew brought up the problems with trying to book appointments across the two sites. NJS explained that each site was responsible for its own control of patient flow and if ASH suddenly started booking patients into JP, this could cause problems.

However, NJS explained that JM was working hard on bringing the two sites together to run more in line as one Practice and harmonisation of the appointments system was definitely something for the future – for the present time though it was not possible for staff at Ashfurlong to book patients into James Preston appointment slots and vice versa.

NJS confirmed that the triage service was a start in this direction as patients on triage were offered either site when being booked by the GP. JM also confirmed that we now had new Senior Receptionists who were being trained across both sites as well.

Lynne raised the question of why there seemed to be such a long wait to book a routine appointment with a GP of patient choice. NJS explained that this could possibly be explained by the triage service which had effectively taken two GPs off routine bookable appointments as they need the free time to make themselves available to book on the day patients. We also have part-time GP's and we are now in the holiday season, which also contributes to restricting the number of pre-bookable appointment availability. However, NJS felt that patients should not be waiting any longer than 3 weeks for routine pre-bookable appointments.

Lindsay raised a problem with on-line appointment bookings in that the system only seems to allow one email address per patient yet many patients share an email.

JM to investigate this further.

8. Super Practices

See notes above regarding extended hours, etc.

9. Flu Vaccines

Lynne enquired when the flu vaccines would be available. JM advised we were hoping to hold clinic on Saturday 22nd September and 29th September 2018.

10. Dementia Assessments

Lynne asked about the roll out of dementia assessments the Government had highlighted for patients between the ages of 40-74 years. NJS advised that he had not heard anything official.

11. PPG Meetings

JM confirmed forthcoming meetings to be held on: Thursday 20th September 2018
Thursday 8th November 2018

Jo passed on her apologies for 20th September due to holiday commitments.

Date for sub-committee meeting to be agreed.

Jo to email dates once agreed

12. PPG Best Practice

Lynne asked the committee about their thoughts for inviting members from other PPGs to ad hoc meetings in order to share best practice and ideas. NJS confirmed his support of this idea but felt it was up to the committee members to agree and organise.

13. Medication Prescribing

Lynne brought up the problems of prescribing for side effects of prescribing. NJS explained that "polypharmacy" was something that was high on the agenda in the practice and explained that regular educational sessions were held with our Prescribing Support Pharmacist, Helen Fisher, and formal reviews of patients on multi-meds were undertaken in an attempt to reduce this problem.

With regards statins, NJS explained that statins used to be given to patients over the age of 60 years but that they are now only prescribed on a Q-risk factor and offered to patients who have a Q-risk of >10

14. Health Awareness Event

Jo agreed that this could be discussed at the next PPG meeting.

15. Any Other Business

Sue asked whether the PPG AGM would still go ahead, as previously discussed, in September. Jo explained the AGM would usually just be a short meeting to review the constitution, officers in post and election of Chair/Vice Chair. Date yet to be agreed but unlikely to be in September.

Anna to email copy of constitution to members
