

Minutes

PPG Meeting

Monday 9th January 2016
6:00pm

Present:	Steve Shaw (Interim Chair) - SS Amanda Brikmanis - AB Peter Robinson – PR Ken Sharpe – KS John Dove – JD Dr A J Watts - AJW Mohammed Islam (Practice Manager) – MI Stephanie Chapman (Asst. Practice Manager) – SC	
Chair:	Steve Shaw	
Minute taker:	Stephanie Chapman	
1. Introductions	Introductions were made	
2. Apologies:	Pete Edwards, James Barnard & Ray Goodall	
3. Minutes from last meeting:	The minutes of the meeting held on 7 th November 2016 were agreed.	
4. Matters Arising not covered elsewhere		Action / Update
5. Practice Update		
i. CQC		
a. Legionella	MI updated the meeting that the 3 subsequent tests all reported negative, no evidence of legionella. The main issue is the pipework providing insufficient gas to fuel the boiler. Work is to start Saturday 30/01/17 so no disruption to running of the practice.	

	All work should be rectified by the end of February 2017.	
ii. Best Practice	MI explained the Best Practice Local Enhanced Service and asked the meeting their opinion and views on DNAs.	
	<p>AJW reported this is an on-going issue but improvement has been shown on charts and advised previously the practice did remove some patients but fewer now, not a general # and out. Previously after three letters patients would be removed but we made a conscious decision to move away from this approach. Clinicians will view the records of DNA'd patients and flag a DNA read code – the action depends on the clinician. The clinician will ring the patient, especially vulnerable patients.</p> <p>Mobile phone reminders sent out the day before works well.</p>	
	AB proposed the practice to send text messages to inform patient of DNAs and after 3 rd practice to decide action.	
iii. Appointments Doctor First	<p>MI advised we are currently awaiting feedback for possible funding for the Doctor First IT Scheme (total cost £9-10,000). We had a presentation by Dillon Sykes at Productive Primary Care Ltd and received positive feedback from both GPs, clinical and admin staff. MI explained there is a lot of background work to undertake and will take 3-4 months to collate the data and this will also involve upgrading the telephone system.</p> <p>Some PPG members weren't aware of the different ways of booking appointments. AJW informed the meeting that as a practice we have the highest proportion of number of patients booking on line.</p> <p>SC advised the meeting that we have 3 designated receptionists taking all incoming calls in a back office from 08.30am. MI reported that due to limitation of the telephone system if more than 10 calls in a queue it will give an engaged tone.</p> <p>AJW informed the meeting there is a set rule for the release of appointments and designate the</p>	

	<p>proportion of the way slots can be booked. It was also reported the use of telephone slots and that 4 slots are available per GP every morning.</p> <p>It was also confirmed for KS that the GP can book follow up appointments during consultations.</p>	
6. Action Planning		
I. AGM	<p>The AGM date confirmed 13th March 2017, 6pm. The agenda was discussed and will include election of Officers, report by the Chair, a presentation by one of the practice partners followed by refreshments and question time.</p> <p>6.00 Business</p> <p>6.30 Q&A</p> <p>It was agreed to promote the event on the Practice display screens, website and newsletter. The group felt it not unreasonable to receive a text message promoting the event.</p> <p>SS suggested PPG members are to point out this is not the forum to discuss complaints.</p> <p>PR advised the need for a theme/topic - access, development and suggested the CCG's changes to prescribing.</p> <p>Everyone active and Self-care Hub to have 5 min presentation and stands</p> <p>Other proposed topics were challenges facing general practice, appointments the patient perspective, the role of the ANP and in-house pharmacist.</p> <p>SS to finalise agenda and liaise with SC.</p>	
7. 10 point PPG excellence quest	For discussion next meeting.	
8. Topics for next meeting	<p>a. 10 point PPG excellence quest.</p> <p>b. Abusive Patient Policy</p>	
9. Any other business		
i. Network event	Tuesday 17 th January 2017 at The Towers, Mansfield.	

<p>ii. Inappropriate behaviour</p>	<p>JD reported an incident witnessed by a member of his family of inappropriate language and behaviour by a patient and a member of the public intervened as no member of staff seemed to be dealing with the situation.</p> <p>AJW advised that the Police had been called and subsequently following discussion with the partners he was issued a letter warning of his unacceptable behaviour and advising him he was to be removed from our practice list.</p> <p>MI advised we have a strict protocol to follow which gives the option of 8 day removal and immediate removal depending on the severity of the incident.</p>	
<p>10. Date of next meeting</p>	<p>Monday 8th May 2017</p>	

The meeting closed at 18:45