

Minutes

PPG Meeting
Monday 14 Jan 2019
6:00pm

Present:

Peter Robinson (Chair) – PR
Ken Sharpe – KS
Beryl Perrin – BP
Sue Holmes – SH
Gareth Brammer – GB
Ian Dixon – ID
Chris West – CW
Dr Mohammed Islam (Practice Manager) – MI
Stephanie Chapman (Ass. Practice Manager) – SC
Dr Carter Singh – Practice GP (CS)

Chair:

Peter Robinson

Minute taker:

Kenneth Sharpe

1. Introductions

PR welcomed all present to the meeting. Introductions were made by each of the attendees.

At this point Peter stated that he wished to advise the group of his recent diagnosis of Prostate Cancer and that he was receiving excellent treatment from the Practice and Kings Mill Hospital and all were hopeful of a positive outcome. Further to this Peter explained that he would be continuing in his voluntary roles with the PPG and would stand again for Chair at the Spring AGM.

All members unanimously expressed their best wishes for Peter's future treatment and good health and were gratified to learn that he would be able to continue in his role with the PPG.

Dr Singh, having been delayed through attendance to practice matters, joined the group during the progress of the meeting. PR congratulated CS on his becoming a Fellow of the Royal College of General Practitioners and at PR's request CS was kind enough to explain to the group a little about the issues surrounding this and the work which merited his elevation.

The group congratulated Dr Singh and would like to record their appreciation for his passion, drive and commitment to our Practice and to the wider health service community.

<p>2. Apologies:</p>	<p>Tony Pearce – TP Pam Pearce – PP</p>
<p>3. Minutes of last meeting:</p>	<p>12 Nov 2018</p> <p>The minutes were read and accepted.</p>
<p>4. Matters Arising not covered elsewhere</p>	<p>Reception Barrier (Item 4 (1) previous minutes)</p> <p>The group were advised that SC and GB had met to discuss various options relating to accessibility, particularly the reception area.</p> <p>GB explained that by movement of the reception barrier there had been a definite improvement in accessibility. However, there was still the issue of encouraging the use of the lower reception desk. It was suggested by PR and BP that the practice investigate possible signage to encourage use of the lower desk by persons with accessibility issues.</p> <p>PPG event 11th December 2018 (Item 4 (2) previous minutes)</p> <p>PR explained that he attended the event, which was well attended and operated on a “Speed Dating” format, which encouraged open and to the point discussions. The event was considered a success and prompted PR to ensure that further local events were arranged.</p> <p>Meeting dates for 2019 (Item 4 (3) previous minutes)</p> <p>SC advised the group that Meeting dates for 2019 were displayed on the Practice website and in the Practice waiting room.</p> <p>BP congratulated SC on the current PPG display in the waiting room.</p>
<p>5. Communication</p>	<p>There followed a lengthy and productive discussion on the subject of “Communication” the main points being –</p> <p>Relationships:</p> <p>The relationship between the Practitioner and the Patient is key to establishing an atmosphere of learning and to help improve health and wellbeing in the community.</p> <p>Do we as a group think that the Practice sees “care” as only being given by the GP/Nurse or do they see education as key part of their role.</p> <p>It was felt by the group that our Practitioners do both.</p>

Additional to this it was felt that patients should be aware of the skills of their GPs and Nurses and that staff were trained and confident in responding to request for information.

Inhouse notices/displays:

Whilst members felt that displays could be “thinned out” somewhat and made more focused there was congratulations on the display highlighting the Desmond Course – Diabetes. It was agreed that displays should be focused, relevant and available to patients to encourage them to think about their own conditions and if necessary, where to seek further help and advice.

For the 13 May 2019 meeting, PR requested MI to provide information on the 5 most common conditions treated in the practice as areas which could be described as relevant to the above.

On Screen Notices:

Members felt that the new TV screen display is an improvement as is the automated audio call system to patients to see the Nurse/GP. The Practice have received positive feedback about the displays on the screen but are aware, as is the group, of the limitations as to the amount of information which can be viably displayed.

Practice Newsletter and Website:

It was agreed that in real terms, only 10 – 20% of patients attended the Practice on a regular basis, indeed some may not visit for years at a time. Thus, there is a great number who may not be aware of the services available to them. The Practice online newsletter is always available but to be relevant it should be updated on a regular basis, this should be at least no more than a three-monthly basis. It is also pertinent to note that patients need to be registered as online users to be able to access this resource.

An action was agreed whereby members of the group (ID, SH, PR, CW, KS, and BP) would review the website and report back with their views at the 13 May meeting.

Other Electronic Communications:

GB suggested that other means of electronic communications could be used to communicate with and relay information patients, “in house I pads”, touch screen data pads and the like were mentioned. This was noted as being an important issue for future discussion.

MI and SC confirmed that text confirmation messages are sent to patients immediately after booking an appointment and the day before the appointment.

	<p>DNA's (Did Not Attend):</p> <p>At the outset, the group were advised that practice services are free at the point of access, therefore charging for waste and missed appointments is not allowed.</p> <p>CS advised that many of the local practices operate a definite “3 strikes and you are out” policy which is not favoured by this practice as in reality it only moves the “problem” elsewhere and unfairly burdens the local emergency care facilities.</p> <p>It was agreed that there are many factors which affect this subject, ranging from those having a selfish attitude, those affected by social and mental deprivations, unintentional or accidental missed appointments, could reading skills be an issue?</p> <p>It was agreed that this subject requires deeper study before any actions were initiated.</p>
<p>6. Practice Update</p>	<p>Owing to time restraints, this subject was deferred until the next meeting.</p>
<p>7. Topics for next meeting 13 May 2019</p>	<ol style="list-style-type: none"> 1. Summary of Issues so far. 2. Drivers for Change and Those Against.
<p>8. Any Other Business</p>	<p>SH raised an issue regarding unrequested “non-repeat” prescription items being issued to customers by pharmacists. CS replied to by stating that this is unfortunately a common occurrence which should be addressed directly by the customer with the pharmacist. It was also advised that patients should liaise with their GP to ensure non-required items were removed from their prescription list.</p>
<p>9. Date of next meeting</p>	<p>Monday 13 May 2019. 6.00pm</p>