



# Minutes

# PPG Meeting

Monday 8<sup>th</sup> July 2019

6:00pm

<b>Present:</b>	<p>Peter Robinson (Chair) – PR          Tony Pearce – TP          Pamela Pearce – PP          Sue Holmes – SH          Dr Mohammed Islam (Practice Manager) – MI          Stephanie Chapman (Asst. Practice Manager) – SC          Dr Christopher Woods – Practice GP – CMW</p>
<b>Chair:</b>	Peter Robinson
<b>Minute taker:</b>	Stephanie Chapman
<b>1. Introductions</b>	PR welcomed all present to the meeting. Introductions were made by each of the attendees.
<b>2. Apologies:</b>	<p>Ken Sharpe          Gareth Brammer          Ian Dixon          Annie Webber</p>
<b>3. Minutes from last meeting:</b>	The minutes from 13/05/2019 were reviewed and agreed.
<b>4. Matters Arising not covered elsewhere</b>	<p><b>PCNs</b> PR provided the meeting with a Health Foundation briefing document. Issues: The speed of the implementation, Funding, Staffing &amp; workload and Inequalities.</p> <p>CMW explained that theoretically some of our funding has been removed from QoF and transferred to PCNs i.e. extended hours. There are potential benefits to patients; a new concept of practices having a ‘social prescriber’ who can point patients with complex needs to services etc.</p> <p>PR raised the question of How can our PPG help the practice in education to patients? And recommended members access the document <a href="http://www.health.org.uk/publications/reports/understanding-primary-care-networks">www.health.org.uk/publications/reports/understanding-primary-care-networks</a></p>
<b>5. Practice Update</b>	<p>Practice Manager update</p> <p><b>PCN</b> - MI Explained that our PCN comprises of 5 practices. We will be provided with a Pharmacist who will be divided between each practice spending one day a week at each practice. Extended Hours - we are required to provide 30 minutes per 1000 patients equating to 7.5hours per week</p>

	<p>beyond our core hours of 08:00 – 18:30. Our extended access will be early morning appointments between 07:00 – 08:00 and evening between 18:30 – 19:30, Tuesday and Wednesday with some exceptions.</p> <p><b>Building Works</b> – Following a CCG Infection Control Visit the practice has undergone some refurbishment to our treatment/minor surgery rooms and maintenance/upgrades to our server and boiler. The project is due to be complete the end of August 2019.</p> <p><b>Recruitment</b> – we have recruited a new Phlebotomist, Hayley, who will be joining us on 15<sup>th</sup> July 2019.</p> <p><b>Mjog</b> – good use of Mjog to cancel appointments.</p>
<p><b>6. i. Website Review</b></p> <p><b>ii. DNA policy</b></p> <p><b>iii. Demographics</b></p>	<p>Members reviewed our website prior to the meeting. Very positive comments. It was felt the language used was understandable. How can we help you pointers – good illustrations. Some members viewed other practice websites prior to the meeting and reported they felt we have a superior site. As part of our DNA policy discussion it was felt we should update our website to show the cost of missed/DNA'd appointments</p> <p>Members felt we should have a strict policy to remove patient for non-attendance and the website doesn't reflect what we are doing. Action – update to website to include cost of missed appointments to the NHS.</p> <p>SC provided the meeting with a breakdown of the practice population and overview of numbers of chronic conditions. What data we use to determine the provision of services and decisions e.g. flu targets and campaigns, ordering of the vaccine.</p>
<b>7. Any Other Business</b>	<p>Ordering of repeat medication – Issue raised that an item only ordered when they are needed had been removed from the repeat list. It was explained that if items are not required on a regular basis they will be removed from the repeat list as the GP or Pharmacist will review and deem whether appropriate to prescribe or if a review is needed.</p> <p>Prescribing incentive – we have changed from negative to positive (not over budget). Our CCG pharmacist is reviewing patients with 10&gt; items and removing any unnecessary unused medications.</p>
<b>8. Agreeing next meeting agenda items</b>	<p>Communication</p> <p>Flu campaign</p>
<b>9. Date of next meeting</b>	Monday 9 <sup>th</sup> September 2019

The meeting closed at 19:48