

The Charnwood Practice- PPG Meeting Minutes

7th February 2015 11am – 1pm
Room 1 – Ground Floor, Merlyn Vaz.

Attendees

Present: Michael Maxwell chair (MAX), Dr. Alison Mawby (AM) Partner, Paul Houseman (PH) Practice Manager, Pradip Modi (PM), Howard Kendall (HK), Sue Kendall (SK), Mohamed Lahaware (ML), Pat Davies (PD), Angela Macklin (AMM) Deputy Practice Manager.

Agenda

1. Apologies.
 - i. Kath Brain (KB), Minaxi Modi (MM)
2. Previous meeting minutes agreed. (MAX)
 - i. HK noted that logon to book appointments is difficult to find on the website.
 - ii. PM noted that difficulties had been experienced logging on to book appointments.
 - iii. MAX enquired if there was a way to stop repeats. AM noted that if repeats are ordered through the online facility the patient has the option to not select a medication, alternatively inform the Practice.
3. Matters arising from the previous meeting minutes. (MAX)
 - i. None
4. Update from the Leicester City Patient Group Forum Meeting will be held on Thursday 8 January 2015 (PH)
 - i. Better Care Together – update issued by PH and link will be added to the Practice website.
 - ii. Next City PGF 6pm 19th Feb, Merlyn Vaz – all agreed that it was good to have representation at these meetings. PH to attend next meeting and feedback to PPG.
 - iii. Leicester City Patient Group Forum is holding a "Question Time" Event on Tuesday 24 February 2015 at Samworth Enterprise Academy, Trenton, Road, Leicester from 7.00 - 8.30 pm. Suggested questions to be circulated by PH for response and amendment by the PPG prior to this meeting. PH to attend meeting.
5. Updates:
 - a. Staffing (PH)
 - i. Sophia Nazir has joined the Patient Services Team as an Apprentice.
 - ii. Kate Nijjar (Health Care Assistant) has left at the end of January.
 - iii. Dr John will be leaving at the end of March.
 - iv. Dr Parpia has returned to work on the 21st January.
 - v. Dr Choudhury will be joining us at the beginning of April.
 - vi. Congratulations to Yasmin on completion of the 12 month Apprentice Scheme.
 - b. Services / Projects Updates
 - i. Asthma Online Reviews – PH stated that a new service for low risk Asthma patients had been introduced. 110 patients invited to complete Asthma reviews online via the Practice website. 8 completed so far. PPG feedback was positive and welcomed the provision of the service. PH confirmed that all received online reviews are reviewed by a clinician and if required followed-up with a telephone call. Face-to-face appointments are still available if requested.
 - ii. Appointments overview – PH wanted to give the PPG a high level view of the number of appointments available across the GP, Nurse Prescriber, Practice Nurse and Phlebotomy service. 3800 appointments for January, of which 50% were GP related. Whilst the Practice sees 60% of the entire population list in any given month, feedback from HK stated that getting a GP appointment was 10 days and not good enough. PH stated that patients need to be educated in order to recognise that seeing a GP was not necessarily the most appropriate option in each circumstance. For those patients that attend A&E they will invariably be seen by a Nurse Prescriber for initial triage. The Practice was built this capability within the Practice for minor illness and injury, and

invested in a paramedic practitioner for minor illness providing afternoon appointments. PH quoted the publicly available Minutes of the Thirty Eighth meeting of the Leicester City Clinical Commissioning Group Governing Body held on Tuesday 14 October 2014 at 1.00pm Sue Lock, then Chief Operating Officer (now Managing Director) advised “the face of primary care would need to change in order to meet future demand. The model would be built on the idea that not every single person needed to see a GP. GP time would be used for patients that required a continuity of care, vulnerable and complex patients.”

<https://www.leicestercityccg.nhs.uk/wp-content/uploads/2014/12/Paper-B-LCCCG-Governing-Body-Minutes-14-October2014-SL-MI-checked.pdf>

ML stated that on occasions patients lacked confidence in anyone but a GP.

MAX concerned if patient ‘don’t bother’ because access is too difficult. AM stated that all urgent request from patients are dealt with by the duty on-call GP.

PM asked if the DNA rate had increased. PH stated that DNA rates were higher amongst appointments that are booked directly, e.g. through the online web booking system or via the telephone booking system. In addition, because those appointments are not dealt with by a receptionist, they are filled at times with issues that are inappropriate for a GP to deal with.

An effective receptionist should help guide a patient to the most appropriate service. This at times can frustrate patients, as seen by recent feedback, documented below. PH stated that it is important that patient confidentiality is maintained and patients offered to speak to a receptionist in private if the nature of their query is sensitive. Overall the Practice is working hard to increase the number of GP appointments, see 5.a.v above, and pursuing federating options, see 5.a.iii below.

iii. GP Federations

PH stated that the Practice are in discussion with a number of other local Practice to form a federated model of operating. This would allow sharing of resources and possibly allow GP appointments at more flexible times, shared across differing locations. HK asked if this meant that other Practice patients might use the Practice services. PH stated that this was an option, and for the Practice patients to use services at other local GP sites. PPG members asked for this item to be included as a standing item on each agenda.

c. Complaints / Significant Events / Friends and Family Test

- i. PH gave an update of the Friends and Family Test feedback, 20 received for Dec/Jan. 80% (16 would recommend the Surgery), 4 would not, (2 related to reception staff, 1 appointments, 1 no feedback).

d. NHS England PPG review form.

- i. PH issued an annual report form for the PPG members to read and critique. The report is a requirement of the Practice contract. Feedback required via MAX before the end of Feb 2015.

6. Update PPG photographs for website (PH)

- i. PH took photographs of PPG members for updating the website.

7. AOB

- i. Repeats issue raised by MAX, covered under 2.iii

8. Date of next meeting

- i. Next Meeting Saturday 18th April 11am-1pm Merlyn Vaz.

Meeting Closed

Action Log

Ref.	Date	Action	Owner	Update	Status
16/08/14-1	16 Aug 2014	Name badges for staff.	AMM	Issued to staff.	Complete
16/08/14-2	16 Aug 2014	Options for PPG marketing.	PH	New website to aid the promotion of the PPG	Complete
16/08/14-3	16 Aug 2014	PPG photographs.	PH	New website with capability to display photographs as an initial step.	Complete
07/02/15-1	07 Feb 2015	Link to the Better Care Together to be added to the Practice website.	PH		
07/02/15-2	07 Feb 2015	Draft questions for the Leicester City Patient Group Forum to be email to PPG members for review.	PH		
07/02/15-3	07 Feb 2015	Remind all admin team members to offer patients access to discuss matters of a sensitive nature in private.	AMM		
07/02/15-4	07 Feb 2015	Update missing members photographs onto the Practice website.	PH		