**Minutes of Patient Participation Group (PPG) Meeting of Bedworth Health Centre**

*DATE:* Monday 19th June 2017 / *TIME:* 13:00 – 15:00

*LOCATION:* Main Hall, The Health Centre, High Street, Bedworth CV12 8NQ

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| *AGENDA* | | |
| *ITEM NO.* | *ITEM* | *RESPONSIBILITY* |
| 1. | Apologies | RC, AN |
| 2. | Minutes of Previous Meeting (08/05/17)   * Matters Arising (if not covered below) | RC, AN  All |
| 3. | Practice Update | RC / HJ |
| 4. | Feedback from PPG Members   * Monday Morning Support * Continuing Issues | All |
| 5. | Feedback from Warwickshire North Patient Group Forum (WNPGF)   * Explanation of WNPGF * Meeting 08/05/17 : Summary of Relevant Points | AN |
| 6. | Do Not Attends (DNAs)   * Revisit GOS’s Previous Paper * Discussion | GOS / All |
| 7. | Any Other Business (AOB) | All |
| 8. | Proposed Future Meetings | All |
| 9. | Date, Time and Location of Next Meeting | All |

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| *ATTENDEES* | | | |
| *NAME* | | *INITIALS* | *ROLE / REPRESENTING* |
| Ross Chadwick | | RC | Reception Manager – MINUTES |
|  | | AN | Chair of PPG – Meeting Chair |
|  | | GOS | Deputy Chair of PPG |
|  | | LC | PPG Member |
|  | | AW | PPG Member |
|  | | SU | PPG Member |
|  | | SP | PPG Member |
|  | | CJ | PPG Member |
|  | | MP | PPG Member |
|  | | SL | PPG Member |
| Hillary Jackson | | HJ | Practice Manager |
| *1.* | *APOLOGIES* | | |
| *NAME* | | *INITIALS* | *ROLE / REPRESENTING* |
|  | | AP | PPG Member |
|  | | GT | PPG Member |
|  | | IR | PPG Member |
|  | | FM | PPG Member |
|  | | EL | PPG Member |
| Elizabeth Gilbey | | EG | Practice Manager |
| AN agreed to chase long standing non-attendees to clarify their intentions about their continuing PPG membership. | | | |

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| *2.* | *NOTES OF PREVIOUS MEETING* |
| AN questioned whether a further press release had gone out as planned. HJ had no knowledge of this and queried whether the intended press release was appropriate. AN suggested that he chase Dan Ibeziako (DI – Engagement, Communications and Marketing Lead (Warwickshire) – NHS Arden and Greater East Midlands Commissioning Support Unit).  AN, SP and AW chased requests for access to medical records and a timescale on when this would be granted. RC stated that he couldn’t give a specific timeframe but would pursue as a matter of urgency. RC clarified that they delay was down to the large number of GP Online Services registration forms that the practice is having to process at present.  SU queried whether anyone else had received a letter from NHS England with regards to information sharing across health and social care. The meaning and context of this was clarified – i.e. this was a national initiative not a practice one, and separate to the above paragraph.  AN stated that Warwickshire County Council (WCC) had contacted him requesting an update on the use of a laptop, procured from WCC for Dr. Reily & Partners, prior to the merger of the two practices. AN will respond to WCC on how this had been used, including proposals for its future use once Wi-Fi is available in the surgery building.  AN circulate the final draft of the banner display, funded by WCC. AN stated that the banner was at the stage where it needed to be paid for and discussed with HJ how this could be achieved.  RC tasked to source balloons promoting Online Services from Department of Health (DoH). | |

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| *3.* | *PRACTICE UPDATE* |
| RC informed the group that recruitment had taken place for three additional Reception staff, all who were either due to start on the day of the meeting or within a fortnight of the meeting.  RC discussed the common problem of patients not getting through as quickly as they would like on the phone, something that has been exacerbated since the merger. RC felt the phones were getting better in his opinion but re-iterated that there will always be busy periods. RC felt that the surgery was coping better now than the immediate weeks after the merger. Following the merger, the number of phone lines has been rationalised. HJ explained that a result of this was that the divert from the previous Dr. Reily & Partners surgery number has ceased. AN expressed concern that the PPG had previously been re-assured that the divert would be maintained for a longer period.  Discussions took place amongst the group about the website of Dr. Reily & Partners still being a ‘live’ website. RC and SP suggested that this is now set up as a ‘re-direct’ to the Bedworth Health Centre website (the old Dr. Singh & Partners website). | |

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| *4.* | *FEEDBACK FROM PPG MEMBERS* |
| AN questioned the trial of the PPG’s presence in the surgery to assist with directing patients and demonstrating the self-check-in machines. AN felt that the PPG’s presence had been particularly useful during the downtime of the machines. RC expressed gratitude on behalf of the practice and felt that the presence was extremely helpful to staff manning the Reception desks. AW mentioned a really positive experience she had had with a patient. All agreed that the continuation of this presence was to continue where availability allows and would be reviewed at the next meeting. | |

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| *5.* | *FEEDBACK FROM WARWICKSHIRE NORTH PATIENT GROUP FORUM* |
| AN explained what WNPGF is – essentially a briefing from the ‘top’ and feedback from the ‘bottom’, takes place every two months. It is attended by representatives from all 25 practices in WNCCG, plus CCG officials and other interested stakeholders.  AN fed back the following points from the meeting:   * 2017/18 Clinical Commissioning Group (CCG) budget : £236m; CCG need to make an £11.6m saving because of a budget deficit in previous years. * WCC presentation re: domiciliary care reorganisation and current model. * Arbury Lodge – a ‘step-down’ facility at George Eliot Hospital (GEH) to avoid bed blocking – there is an issue with regards to patient transfers from Arbury Lodge to GEH A&E. * Health Watch – a national organisation of which the CEO has requested an invite to every practice’s PPG. The group discussed this and GOS proposed ‘thinking about it’ for now. AN and SP suggested obtaining more information. Concerns were raised that each locality of Health Watch has its own agenda. GOS and AN clarified that this is a government funded organisation and has statutory authority in its role to represent patient’s welfare. * CCG will hold their Annual General Meeting (AGM) on 20/08/17 in Bulkington Village Centre between 2.00pm and 4.00pm. | |

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| *6.* | *DNAs* |
| The group considered a paper previously submitted to the Dr. Singh & Partners PPG by GOS.  GOS commented that it is difficult to change patients’ attitudes with regards to DNAs but there must be a deterrent. GOS felt that the PPG have a responsibility to enforce this.  SP raised concerns of the amount of practice time that is lost due to DNAs.  AW commented that DNAs are not always a case of a patient not informing the practice, sometimes patients who wish to cancel, cannot get through on the telephone. RC agreed to investigate some form of telephone system that could be used to allow people to cancel without having to speak to someone, potentially something that could interface with the clinical system.  HJ agreed to consult the practice policy on DNAs and draft a revised policy for review.  AN suggested that re-implementing the ‘text messaging’ service, previously used by Dr. Reily & Partners, may help reduce the DNA rate. Appointments can also be cancelled online but there has only been a 10% uptake of the online facility.  MP suggested a ‘call back’ procedure where Doctors call patients back. SP commented that this had been tried previously by Dr. Reily & Partners. HJ confirmed this was also trialed by Dr. Singh & Partners.  A discussion took place on how GPs could be involved in reducing the DNA rate; they currently do this in an ad-hoc basis.  AN suggested looking at repeat offenders (greater than one DNA every six months) and pursuing them with a text message. | |

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| *7.* | *ANY OTHER BUSINESS (AOB)* |
| Patient Survey  AN mentioned that the time of year is approaching to carry out a Patient Survey. SP commented that he has carried out a previous Red Amber Green (RAG) survey. It was highlighted that similar surveys have taken place across both practices prior to the merger. It was agreed that HJ or RC would send the previous Dr. Singh & Partners survey to AN.  Newsletter  HJ confirmed that the re-introduction of the Practice Newsletter would be looked at. Content could include: DNAs, New staff, Current issues, Promote online facilities and details of local pharmacies.  Prescription Errors  SP and AN highlighted that there have been some errors made with regards to prescriptions. | |

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| *8.* | *PROPOSED FUTURE MEETINGS* |
| The following date was agreed for a further meeting, in addition to Agenda item 9:   * Tuesday 12th December 2017 at 1.00pm in the Main Hall | |

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| *9.* | *DATE, TIME AND LOCATION OF NEXT MEETING* |
| **Tuesday 19th September 2017 at 1.00pm in the Main Hall** | |