Beechwood Medical Centre – Patient Participation Group Minutes

09/09/19

Attendees: Nick Giles (Practice Manager), Kelly Dollard (Office Manager), Vicky Sykes (Lead Nurse), Gemma Watkins (Work Wellness Advisor), Melanie Priestley (minutes), Alan Machin, Mervyn Bamford, Patricia Bamford,

Patricia Tighe.

**Agenda Items**

1. Introductions to Everyone

All attendees introduced themselves briefly stating their role within the group.

1. Current group numbers and how to increase?

NG discussed the low uptake of patient members and requested suggestions to try and increase numbers. GPs have been asked to suggest to appropriate patients, as we would like to ensure the group is a true representation of our patient demographic. Following some discussion it was agreed to continue with GPs suggesting to the patients they deem appropriate, it was also suggested that some of the PPG meetings be arranged for evenings to allow working patients the opportunity to attend. There was a further suggestion of producing a PPG leaflet which should briefly explain what the PPG is and what is involved. This will be done and GPs will provide to the appropriate patients during consultations.

1. Minutes of the last meeting (11th February 2019)

KD reviewed the minutes from the previous meeting and confirmed that Samantha Tiler, new nursing staff member, is now in post and is working well as part of the team.

NG explained about the ongoing work regarding the car parking issues: newly lined parking spaces, clearly defined disabled parking and working closely with the Health Centre and Trust to try reduce the issues and therefore increase available parking for BMC.

NG has been unable to find suitable high seated chairs for reception area. A short discussion was had and it was agreed that NG will speak to hospital to see if they can give him details of where they order theirs. If NG is unable to find suitable high rise chairs he will look into having some standard chairs adapted with high riser feet as an alternative.

NG sent 100 invites to complete the patient survey (previously had by PPG members). He only received 2 replies and is considering sending to an additional group of patients. It was agreed that this will be considered later in the year as we have just had the GP survey completed and published, which was very positive.

KD explained how we are managing DNA’s and informed the group that 3 patients so far have been removed from our register following persistently failing to attend appointments despite warning letters. AM asked if we publicise the number of DNA’s we have. KD and NG explained that this is not done as it can have the effect of normalising this issue for patients and instead we ring offenders within 48hrs of a missed appointment and send quarterly letters to repeat offenders explaining the importance of cancelling appointments to allow other patients access to book. 120 letters were sent this month, covering the last 6month.

NG advised the new recall system started in April for patients with long term conditions and so far is working well.

1. Primary Care Networks and how they will evolve

NG explained what the PCN is, how it has been funded and how it will affect patient care within the area – improving access and services, including the extended hours service. He advised that so far staff have been secured for physiotherapy (musculoskeletal specialist), phlebotomy and Advanced Practitioner Pharmacist which will provide opportunity for more appointments being available to book in any of the 5 practices within the North Halifax PCN.

1. Engage Consult – Business Changes and Test

NG informed the group that this is an online consultation service which can be utilised for a variety of reasons. KD explained this is something NHS England have implemented but we are able to trial the software the local CCG has chosen to see if it works effectively. She then advised that the background work of managing this service has not yet been completed as we are looking for a test group of patients to trial the service and feedback regarding the usability of it. She gave a demonstration of the system and all present patients agreed to trial this system and feedback. We are looking for information relating to everything that is available on the site from logging in, security, ease of use and whether or not they would want to use it in the future. We are also identifying a number of other patients to trial this to allow us to obtain feedback from an appropriate number of users.

1. Any other business

PB suggested a letter be sent to members, who have not attended either meeting this year, informing them they have been removed from the PPG. NG does not think this is required as the suggestion of evening appointments may mean those current members have the opportunity to attend.

GW updated the group on what she has done since her post was created, as a pilot scheme in January 2019, she feels this scheme has worked well as she provides 1 hour appointments and is able to delve deeper into the patient issues with them. She can signpost to multiple services and has managed to have an impact on GP appointments as patients were seeing clinicians inappropriately for social issues. She has provided approximately 342 appointments, some of which are multiple appointments for the same patients and has successfully managed to get 31 people back into work. She has also helped a young homeless person secure accommodation and a place in university. The service as a whole is proving to be successful but the future is not yet known, although it is hopeful that her success will provide the evidence for the local authority to role this service out across a wider area to include all GP surgeries.

AM wanted to know if the hospital can see the full GP record when patients when they are seen in secondary care. KD and NG advised the system is not able to work in this way due to the incompatibility between the 2 systems, but the hospital can see current diagnosis, allergies and medications.

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| Action | Responsible person | Timeframe |
| Create Leaflet for PPG recruitment | NG | Done |
| Enquire with other services regarding their high seated waiting room chairs and chairs with arms | NG | New Chairs ordered and will be delivered by end of September 2019 |
| Send email link for Engage to pt members of PPG | KD | Done |
| Trial Engage and send feedback by email to KD | AM, MB, PB, PT | Ongoing |