

## MINUTES OF THE PPG MEETING HELD ON 25<sup>th</sup> March 2017

**Members Present:** George, Beryl, David, Beverley, Tracy, Karen, Naina, Shani.

**Observer:** Hyacinth

**Apologies:** Avril, Pam, Catherine, Dildar

ITEM	DETAILS	ACTION BY
<p><b>1. Matters arising from last meeting</b></p>	<p><b>Corrections</b></p> <p><b>(I) Missed Appointments</b></p> <p>Lorraine from forum responded by stating that "it was discussed at the PEF meetings but DNAs are something which each practice must deal with. She said that at her own practice they had a notice board in the waiting room and every day DNAs were written up against each GP and Nurse plus how much it is costing the practice when a patient does not attend. Each practice should have their own website under NHS choices and information can be included here. The practice can contact patients not attending, especially if they are regularly fail to attend and put them on notice that they may be removed but this is up to the individual practice to decide whether they want to go down this route. She understood that it was very frustrating. However, the NHS is not allowed to charge for failing to attend to the course of action mentioned previously is one way of trying to reduce DNAs."</p> <ul style="list-style-type: none"> <li>• Minutes of last meeting agreed.</li> <li>• <b>Actions from Karen</b></li> </ul> <p>a) GP Resilience Programme</p> <p>Karen reported back that we will be working on Self-Care. Initially with pre-diabetes on self-help care in the surgery giving them help and support and letting them know what they need to do in order to help themselves. The work will be carried out at Newbury Group Practice. Karen also sent our completed form off and is awaiting back a response.</p> <p>d) Patient Engagement Forum (PEF )</p> <p>Karen &amp; Naina Have filled in the form and sent it back to the PEF lead. A response has not yet been received.</p> <p>e) Newsletter</p> <p>Items to be included in newsletter are Dementia group, Fit for Fun, and dates for information stall. Naina stated that she is now available 1 day a week to help with the newsletter.</p> <p>f) Noticeboard – Naina suggested that she gets together with David to sort out the noticeboard.</p> <p>g) Room for PPG material pending.</p> <p>i) PPG space on surgery website – Karen will arrange for minutes to go on the website as discussed.</p> <p>j) Terms of reference – pending. Shani has a few different terms of reference which she will discuss with Naina &amp; Tracy. This will be bought back to the group. Date of meeting tbc.</p> <p>k) Naina emailed and spoke to school secretary re parking in the car parks. The school will include a notice to parents in their letter that they regularly send out to parents informing them not to park in our car parks.</p>	<p>Karen/Naina</p> <p>Naina Shani</p> <p>Naina/David</p> <p>Karen</p> <p>Naina, Shani &amp; Tracy</p> <p>Naina</p>
<p><b>2. Agenda Items</b></p>	<p>a) <b>Items from Karen</b></p> <ul style="list-style-type: none"> <li>• <b>Barking &amp; Dagenham, Redbridge and Havering NHS</b></li> </ul> <p>Needs to make savings of £55 million and are looking at</p>	

reducing spending. They have therefore launched an 8-week public engagement consultation to talk about some of the things they think they can save money on and why. They are looking at:

- Stopping procedures that are purely cosmetic (so things such as breast augmentation and removing cysts and moles – except for cancer patients)
- No longer prescribing some ‘over the counter’ medicines and products (including multi vitamins, gluten-free food, muscle rubs etc.)
- Reducing the number of cycles of IVF that we will fund locally.
- Introducing criteria for weight-loss surgery.
- Stopping funding male and female sterilisation.
- Karen has forwarded the consultation document to Naina who will send on to all members of the PPG. David requested a paper copy and was provided with one at the meeting.

b) **Fit for Fun**

5 patients attending. Everyone will keep spreading the word to increase the numbers.

c) **Feedback from Catherine**

- Since some people spend so long talking to reception thus holding up the que, if they have queries only, then could there be a separate queue or, as with test results and prescription queries, could there be a specified time slot?

**Response from Practice Manager:** We have tried separate queues before and it didn't work very well as people were upset at having to wait when another receptionist was free. Specific time slots would not work as people want to come in when they want to come in and this could be discriminatory against some as they may have reasons why they can't fit into our requirements. NHS England do not encourage us to restrict the time when people can register so I don't think they would be happy for us to do this.

- Could there be a better liaison with hospitals, as the latter frequently delay reporting results to the practice or sending a request for different medication.

**Response from Practice Manager:** If only – maybe an item for the PEF if it is common amongst practices. The hospitals are currently looking at electronically sending us all hospital letters which may help with some of the problems. This supposed to be happening from April but I am not sure if this is still the case as it has all gone a bit quiet.

- Why sometimes are telephone consults not always available on the same day as requested?

**Response from Practice Manager:** For the same reason that that appointments aren't. We only have a finite amount of time available for each GP, each session, therefore we only have a limited number of slots available each day for telephone consultation. Once they are filled we go to the next available slot.

Naina

ALL

	<p>d) <b>Suggestion Box</b>  Nothing in the box except 51p!  Tracy reported that she was held no.1 in the queue for 20 minutes before she was put through to cancel an appointment. Karen stated she will look into this.</p> <p>e) <b>Feedback from Patient Engagement Forum (PEF) &amp; Local Engagement Group (LEG)</b>  PEF - see above from Karen on consultation.  LEG – Shani attended. She stated that when she mentioned the problem with ‘DID NOT ATTEND’s (DNA’s) the LEG said it was an item on the resilience programme so it may be something that surgeries can select to work on during that discussion. They gave a short sentence on the groups objectives. The main reason why the group meets was to improve patient care. Date of the next meeting 7<sup>th</sup> June 2017. The meetings always take place on Wednesdays.  There is no longer support from the CCG since they do not have a Coordinator for each locality at present. There is also a lot of restructuring going on at the CCG at present. Not sure how meetings LEG will continue in future.</p> <p>f) <b>PPG Space on Surgery Website</b>  Items to be placed on website  Minutes &amp; dates for events that the PPG may be organising. Karen asked Naina to come in and speak to Emily who updates the surgery’s website. She is in the office from 8 – 4 pm Mon-Fri for ideas we can put on. Naina to arrange a meeting with Emily.</p> <p>g) <b>Staff Survey</b>  In 2013 a survey was carried out with all surgery staff. The survey was conducted to ascertain the views of the surgery staff on different items and to see how the PPG may be able to help. Naina stated that it is now out of date and staff have also changed so it is not a true reflection of what is going on at the surgery now. Karen stated that we need to know exactly what we want to get out of the exercise and what would be the outcome we want. Karen also asked what the purpose of the PPG undertaking this exercise may be.  Naina suggested that a possible question could be to find out how the receptionists feel about the way that patients speak to them.  Karen indicated that we would need to give the staff feedback on what we are going to help with if we are going to do a survey with them. Naina said it has to be a themed approach where we can give feedback.  Shani to send Naina a copy of the draft survey by email.</p> <p>h) <b>Diabetes UK Information Stand</b>  Information stand on a Wednesday every other week. Naina to arrange a date for the first one.  Naina asked George about having a stand for Prostate.  Other possibilities for stands  Age UK  Redbridge Carers  IAP Services  Health Watch  Local Pharmacists  Message in a bottle</p>	<p>Karen</p> <p>Naina</p> <p>Shani</p> <p>Naina</p>
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	<p>TB/Latent TB</p> <p>i) <b>Terms of Reference</b> As above</p> <p>j) <b>Attendance and contact with GP's</b> Naina suggested that if we wanted the GP's to attend a PPG meeting then we would have to hold it during the week either in the evening or at lunchtime. She also said that it would have to be on a themed approach e.g. the GP Resilience theme chosen by the surgery, Diabetes.</p> <p>k) <b>Feedback from Hyacinth</b> Would be useful if new members could have the following:- Terms of Reference Pack What are they going to be doing? Why am I doing it? Why am I here? Meeting was well focused and well chaired. Need to remove acronyms.</p> <p>l) <b>A.O.B</b> None</p>	Naina/Shani/Tracy
<b>3. Future Plans</b>	<ul style="list-style-type: none"> <li>• Promote awareness of PPG and get more patients to join group.</li> <li>• Self Help Groups – try and start up for bereavement, mental health etc.</li> <li>• Revise communications &amp; contact meetings with GP's of surgery</li> </ul>	
<b>Meeting Closed</b>		