08

**Fall**

Throckley Primary Care

Patient Participation Group

Minutes of the Patient Participation Group Meeting

Thursday 23rd June 2016

Apologies: BT, MS, WD

Present: Dr Victoria Blaylock (GP), Linda Taylor (P.A. to the Practice Manager), Mandy Curtis (Reception Manager),

Patients: RC (Chair), PS (Deputy Chair), CO, MO, JB, JC, BP, ER, SG, CI.

**Welcome and introductions.**

Dr Blaylock welcomed everyone to the meeting and thanked them for coming especially as the time had changed from the afternoon to the morning. Linda apologised for the cancellation of the March meeting and explained that this was due to staff absence and the Bank Holidays.

1. **Review minutes from previous meeting.**

Agreed.

1. **Staff Update.**

Linda informed members that may not already know that Dr Grainger has decided to leave the Practice at the end of the month. We are currently recruiting for a replacement Partner. In the meantime Dr Jonathan Perry will be with us as a locum GP for the foreseeable future until the right person for the role has been found.

Dr Blaylock is currently pregnant with her second child and will be going on maternity leave at the end of August. We have a potential candidate for the position of locum to cover her maternity leave but is not yet finalised, we should be able to confirm this at the next meeting.

We still have Dr Hannah Randles – GP registrar with us until August 2016.

Courtney Robson joined the reception team in December 2015 as an apprentice receptionist she will be with us for 1 year. Members commented that they thought the apprenticeship scheme is excellent and that our two previous apprentices Emma and Daniel who both gained full time employment with us were an asset to the team and were both “exceptional”.

1. **DNA (Did Not Attend) Patients**

Linda informed members that she has carried out some searches and we have identified that we do currently have a problem with DNA’s. Recent figures below:-

Oct 2015 – 146 appointments lost (30 Hours)

Nov 2015 – 204 appointments lost (43 Hours)

Dec 2015 – 180 appointments lost (43 Hours)

Jan 2016 – 131 appointments lost (31 Hours)

Feb 2016 – 139 appointments lost (28 Hours)

Mar 2016 – 155 appointments lost (31 Hours)

April 2016 – 101 appointments lost (20.5 Hours)

May 2016 – 122 appointments lost (22 Hours)

To address this problem we have:-

* Displayed Posters monthly in the Waiting Room
* Added the information to the Website and Facebook.
* Introduced the SMS Text Messaging service to confirm appointments and also a reminder is sent one day before the appointment. DNA (Did Not Attend) texts are also sent out if the patient fails to attend.
* All staff are advising patients when speaking to them that if they cannot make their appointment, could they please cancel it.
* A message is displayed on the “Patient Call In” electronic board in the waiting room.
* Sending letters to patient who DNA appointments.

Members were shocked at these statistics and all agreed that missed appointments are not acceptable and wished that we could charge patients as dentists do. RC said he thought the text messaging service was excellent. PS asked if it was possible for us to have a system like the hospitals where you have to reply to a text message received a day before your appointment to confirm you will attend, Linda did not think this service was available on our system but will check and report back at the next meeting. Dr Blaylock explained to the group that frequent non-attenders are discussed at the Practice meetings. PS suggested that it may also be a good idea to promote the text messaging service by posting details of how things have improved since it has started.

1. **Review Patient Feedback**

Linda ran through all of the patient feedback we have had since the last meeting. (copy attached).

During this section Dr Blaylock spoke to the group about the Think Pharmacy First. This is a scheme that has been developed to encourage patients to get advice from their pharmacist for such things as minor ailments which don’t usually require a GP appointment. Pharmacists are highly trained experts and fully qualified to give health advice on a range of health issues. The service is free and is often more convenient as no appointment is necessary and is open to everyone. If you don’t normally pay for your medicines then you will also get any medication you may need free too, just a simple form needs to be completed. The scheme has also recently been revised to allow all children under 16 years of age to also to be entitled to free treatment where before it was only open to children who’s parents did not pay for their medication.

1. **Feedback from Patient Forum Meeting**

Linda attended the last patient forum meeting. She provided the group with an information sheet on the topic that have been discussed in the past (attached) as often members of the patient groups are unsure of what happens at the meetings. Linda again stressed the importance of the patient involvement at the meetings and encouraged members to attend if they possibly could. Martin Bell who is the Chair for these meetings is leaving his post as Practice Manager at Denton Turret Medical Centre so will also be stepping down from this post also. The new contact is now Christianne Ormiston. The next meeting will be held on Thursday 15th September 2016 at the Beacon Centre from 2.00pm to 4.15pm and the next topic is Social Isolation. This was decided at the last meeting where there was a discussion to get feedback and to get ideas for promotional items. From this discussion two posters designed by the group are now in circulation and will be displayed in various places in the hope that this will generate data of what is needed.

1. **Action Plan 2015/16**

Promotion of services that the Practice provides and promotion of our appointment system. **BROCHURE COMPLETED AND WITH MB**

Staff Information Board (including photographs of staff members) RC to update. **COMPLETED**

To look into the possibility of a text messaging reminder service to reduce non-attendance. **COMPLETED**

Update on Text Messaging Reminder Service – we are pleased to announce this service commenced in March 2016 due to a problem with DNAs (Did Not Attend). The future of this service is still under review due to funding issues.

Agreed with PPG Members.

The group discussed possible action points for 2016/17.

1. Discharges from hospital – lack of information and follow-up still seems to be a problem. Dr Blaylock suggested a “mini audit” of 10 patients to find out how they found the experience. She will arrange this.
2. DNA’s – PS suggested a letter from the PPG group to patients to encourage attendance at appointments. Linda and PS will work together on this.
3. **Speaker – Karen Moses from Chain Reaction**

Karen has been a Chain Reaction Pioneer since April 2015. It is a scheme funded by Public Health which was piloted in the north of the city for 2 years and was a great success so was extended to other parts of the city. They are based in Benwell and help people who feel isolated and who may need support to try and re-engage with people socially and kick start their lives. They have three levels of support.

1. Prevention – these may be people who are new to the area and need signposting to things that are of interest to them.
2. Enhanced Service Foundation Level – this service is for people who need extra care and support. Patients will see the same person each time, they will help them with their social needs and attend groups with them. Patients need to be referred into this service by a GP or Social Worker.
3. Enhanced Service – this service is for people who need the same care as in section 2 but who need extra help with their care and domestic needs and to go to hospital appointments with them.

Karen also told the group about another scheme that they may find useful called Search which helps people with financial advice.

1. **PPG Members Agenda Item and Feedback**

PSgave a very interesting presentation about the types of things she does as a volunteer to help with research studies and encouraged others to do this as they are always looking for help. (attached)

PS informed the group that she had attended a meeting last week about the Throckley North Development and wanted to let everyone know that the project has been deferred at the present time as it was decided that the area was not able to support the medical and social needs of the residents so has been put under consultation again.

RC announced that he wishes to step down as chair of the Patient Participation Group. The group accepted this and thanked him for all of his time and effort since taking up the position. The process of finding a new chair will be discussed at the next meeting.

Linda informed members that there are some changes coming in the future to the Health Visiting Service and also to the Sexual Health Service. Work is ongoing and will be decided in October.

JC fed back to the group that she has spoken to people who attend PPG at their own practices and they tell her that the meetings are not well attended by patients and often don’t have a clinician present. She feels our meetings are very interesting and useful. All present agreed.

1. **Update**

**Photo Board of Staff** – thanks to the very kind help and hard work of RC the board is now available in the Reception area. A huge thank you to him for organising this, Linda presented him with a small gift and a card as a thank you.

**Online Services** – This service is now up and running again for patients who wish to book an appointment, order a repeat prescription, view their medical records. All patients MUST register again for this service and provide 2 forms of ID. From 30th March 2016 patients are now also able to request access to their medical records in more detail.

PS – Should we have another option on the Telephone System for Online Services? (MB does not feel this is necessary at the moment as we do not receive many calls and feedback from patients is that they do not like lots of “options” on the telephone system).

**Facebook Reminder** – we now have a Throckley Primary Care page, please visit and “like” our page.

**Voluntary Sector Services** – The Newcastle Gateshead Clinical Commissioning Group (CCG) have provided funding to the following 3 local services. We need to promote these services and “use them or lose them”:-

1. Men’s Shed – Held at the Community Centre on Armstrong Road. To improve confidence and raise self-esteem; learn new skills and make new friends for retired or unemployed men. Leaflets in Reception.
2. Welfare Rights Drop In Clinic – These are run at the Practice on the second Monday of every month from 10.00 – 12.00 noon.
3. Alzheimer’s Society “Singing for the Brain” classes – these are held at Throckley Primary Care on the second Monday of every month in the Group Room downstairs from 11.00am – 12.30pm. Leaflets in Reception.
4. **Agree dates and times of next meetings**

Dr Blaylock informed the group that as she will be on maternity leave for the future meetings the plan is to hopefully have another of the GPs present if at all possible.

Linda asked the group for their opinion on dates and times for future meetings. The majority voted for a morning meeting therefore the next meeting will be Thursday 29th September 2016 – 9.30am to 12.00pm. The December meeting will be confirmed at the September meeting.

**Please note – meeting dates are subject to change to meet the needs of the Practice.**