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**Fall**

Throckley Primary Care

Patient Participation Group

Minutes of the Patient Participation Group Meeting

Thursday 29th September 2016

Apologies: BP, WD, RC, PS, RC, MB, JC.

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

Patients: BT, CO, MO, ER

**Welcome and introductions.**

Linda welcomed everyone to the meeting and thanked them for coming. Linda explained that as there was no official chair for the meeting she would be happy to do this today; she asked if there was any members that are be interested in taking over the position as chair to please let her know.

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

BP asked about the appointment DNA figures, do we know why patients do not attend. Linda explained that unfortunately we do not know, there is no particular pattern to it so cannot be explained. Linda will enquire at the CCG to see if there is any way they can help. ER asked about the progress of the new DNA letter, this has now very kindly been drafted by PS and has been approved by one of the GPs, it is now awaiting final approval from the GP Partners.

Linda explained that unfortunately due to Mandy having to leave the meeting to tend to our speaker we had not minuted one of the action points discussed. Linda asked anyone who was at the last meeting if they could remember what was discussed. It was agreed that the topic was regarding a newsletter; Linda will speak with JB about this.

1. **Staff Update.**

Dr Jonathan Perry will be with us as a locum to cover Dr Grainger every Monday and Thursday for the foreseeable future until a new Partner has been appointed.

Dr Blaylock is currently on maternity leave and I am delighted to announce that she gave birth to a beautiful son at the end of August 2016, both Mother and baby are doing well. Dr Tom Zamoyski is the locum covering Dr Blaylock until she returns early 2017.

Julie (Receptionist) will be leaving at the end of Sept 2016 to take on a full time position at the RVI. Julie will be a huge miss and we wish her well in her new position.

GP Registrars – Dr Mike Harrison will be with us for one year and Dr Ying Qiao Wong will be with us for 6 months.

Nurses – Gudrun Heslop started in September as a practice nurse working on a Friday to help cover for Pamela who is away from the Practice at the moment.

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

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

Jan 2016 – 131 appts lost (31 Hours)

Feb 2016 – 139 appts lost (28 Hours)

Mar 2016 – 155 appts lost (31 Hours)

April 2016 – 101 appts lost (20.5 Hours)

May 2016 – 122 appts lost (22 Hours)

June 2016 – 132 appts lost (26.5 hours)

July 2016 – 95 appts lost (19.5 hours)

Aug 2016 – 126 appts lost (27 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.

Linda asked if any members had any ideas on how we can address this problem? MO asked if we knew what percent of the total appointments the DNAs were, we do not currently produce this data as a percentage but Linda will look into this as it may give a different picture. MO asked if there are persistent offenders, Linda said that there were and that they were discussed at the clinical meeting weekly and where appropriate were dealt with individually. Hospital DNAs were also discussed at the meeting. Linda explained that we are very pro-active at the Practice on this matter and the new DNA letter once fully approved with hopefully help. Thank you very much to PS for taking the time to help us with this.

1. **Review Patient Feedback**

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

Members asked about a comment about patient waiting times and board not being updated – admin staff have been spoken to about this and are to be more vigilant in updating it in the future.

Members asked about the comment concerning the messages on the electronic message board not being visible to the left hand side of the waiting room and the messages sometimes being not fully visible due to the length of them. Linda explained that the waiting room has been designed so that on a normal day the chairs are not positioned behind the wall so patients should be able to see the board, the day that the comment was made was possibly a flu clinic where extra chairs were brought in to accommodate the volume of patients expected but on these occasions patient were collected from the waiting room so the board was not used. Linda and Mandy will monitor and check the messages on the board to ensure they are current and the correct length.

BP asked about the Life Chanel (TV screen in the waiting room), she wanted to know who was responsible for what is shown on there as she has noticed that there are advertisements. Linda explained that this was provided by The Life Channel Group which was originally funded by the PCT and the advertisements were needed to help fund the service. Linda will investigate. (PLEASE NOTE THAT FOLLOWING PRELIMINARY INVESTIGATION IT HAS BEEN DECIDED THAT SOME OF THE CONTENT WAS POSSIBLY INAPPROPRIATE AND HAS BEEN SWITCHED OFF UNTIL THIS HAS BEEN INVESTIGATED FURTHER)

1. **Speaker – Joanne Brennan NEAS (North East Ambulance Service)**

Joanne kindly came in to speak to members about the Ambulance Service and to answer any questions they may have.

She is based in Newburn as part of the customer care team for North of Tyne, there are also teams that look after Gateshead and Durham. The team have wide range of duties which include patient engagement, hospital engagement and complaints. They are involved in patient liaison and deal with frequent callers, in North Tyneside alone there are 200 frequent callers. They carry out presentations in high schools to try and combat hoax caller as the majority of these come from teenagers, and present to primary school children to teach them how to dial 999 in an emergency. They deal with complaints usually by signposting people to PALS (Patient Liaison Service). They are also currently working with the Patient Transport Service as there has recently been a change in the eligibility so patients can only qualify for transport if they fit a certain criteria which are very strict.

MO asked if you need an ambulance can you choose which hospital you are taken to. Joanne advised that the patient would be taken to the nearest hospital to where you were at the time on the odd occasion if the problem was linked to an ongoing condition they may take you to where this is being dealt with. Brenda asked about an experience a friend of hers had had with the ambulance service, they had been taken to the hospital by ambulance but then discharged in the early hours of the morning and had to make their own way home which was very difficult, she wondered if the paramedics should have told the escort to take their own car rather than go in the ambulance. Joanne explained that this sounded an unusual case and it is not the normal procedure to expect patient to arrange own transport home. She will feed this back. Brenda also asked about the ambulance service using taxis – NEAS do use a specific taxi company whose drivers are all trained in 1st aid. Eileen enquired about when a patient is discharged from hospital; sometimes they have to wait a long time for an ambulance to take them home. Joanne agreed that this can be the case depending on demand and night times could be longer as there are only 2 crews on a night shift. Joanne explained that a nurse clinician is employed in the control room to send the most appropriate vehicle to patients. Joanne explained that the Ambulance Service try their best to treat patients at home but if they insist that they want to go to the hospital the ambulance will take them.

A fact that the public may not be aware of is that there are only 40 emergency ambulances to cover the Newcastle and North Tyneside area!

1. **Feedback from Patient Forum Meeting**

* New Chair Christianne Ormston is going on maternity leave for one year so Patient Representative DF will be Chair.
* Good News – Newcastle West Patient Forum has won the “2016 North East, Cumbria, Yorks and Humber Commissioning Award for CCG (Clinical Commissioning Group) Excellence in Public Involvement”.
* Update on Deciding Together – this 2 year consultation has ended and mental health services for our locality are to be at St Nicholas site in Gosforth. Good news for Newcastle. More info to follow.
* PROPS North East – a project for families and carers of those who use drugs and alcohol. Free service funded by Local Authority.
* Proposed themes for Patient Forum meetings.
* LT would like to encourage our PPG members to attend these worthwhile meetings as attendance is dropping.

Next meeting Thursday 3rd November 2016 2.00-4.15pm at Beacon Centre, Westgate Road.

1. **Action Plan 2015/16**
2. Promotion of services that the Practice provides and promotion of our appointment system. BROCHURE COMPLETED AND WITH MB
3. Staff Information Board (including photographs of staff members) RC to update. COMPLETED
4. To look into the possibility of a text messaging reminder service to reduce non-attendance. COMPLETED
5. Appropriate aftercare arranged following discharge from hospital VB – ADUIT COMPLETED Linda shared the results with members which concluded that of the patients surveyed that they did receive appropriate care. (see attached)

Update:-

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

Promotion of appointment system – Linda will liaise with JB, JC and Dr Joughin about this.

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

Flu Clinics – Linda asked if any members would be available to attend any of the flu clinics we have coming up. This would be for general promotion and recruitment of new members to the PPG group.

1. **Online Services Reminder**

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. LT will explain this new service.

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

1. **Agree dates and times of next meetings**

Thursday 15th December 2016 – 1-3.30pm

Please note - all dates are subject to change in order to meet the needs of the Practice.