

Guardian Medical Centre

Patient Participation Group

Minutes of a PPG meeting held at Guardian Medical Centre on Thursday 8th December 2016

Present

George Parkins – Chair
Doreen Parkins
Maureen Sudlow
Geraldine Vaughan
Marjorie Sharp
Sophie Claxon
Hannah Glyde

Apologies

Liz Crowther
Vince Zammit

Agenda

- 1.0 Introduction
- 2.0 Minutes of Last Meeting
- 3.0 Actions arising
- 4.0 NAPP affiliation progress
- 5.0 Participation in external meetings and the CCG 'Get Engaged' events
- 6.0 Copy of the Practice Structure to see how everyone fits in and who reports to whom!
- 7.0 Doctor's Notice board, fact or fiction?
- 8.0 Proposal for a 'Virtual' PRG, participation in the practice website
- 9.0 Proposal for PPG notice board and expansion into the other waiting areas.
- 10.0 Any Other Business

1.0 Introduction

The chair opened the meeting at 14:03

Maureen extended Vince's apologies and expressed his concern that he felt as though he wasn't contributing to the meeting, through the chair, the meeting asked him to reconsider as it was felt that a diversity of opinions was necessary to get the best from the meetings.

2.0 Minutes of the Last Meeting

The minutes of the last meeting were accepted as a true and accurate record

3.0 Actions arising from previous meetings

The following actions were reviewed.

4.0 NAPP affiliation, see item 4.0 of this agenda.

5.0 Venue and timing for the 'PPG low level mental health' meeting was passed to Liz for her information.
Action closed

6.0 Virtual PPG sample questionnaires/leaflets have been produced by Hannah, see item 8.0 of these minutes
Action closed

9.0(e) The practice protocol regarding interrupting consultations (to gain access to the vaccine refrigerators) has been revisited in an attempt to minimise patient/practitioner privacy interruptions.
Action-closed

4.0 NAPP affiliation discussions

PPG affiliation is now in place and the 'Affiliation Certificate' valid to August 2017 is on view on the PPG notice board. Initial membership for twelve months as a 'trial' period will be reviewed.

Access is now available to the NAPP website via the login **guardianppg@gmail.com**, (which requires a password for total access) the password is to be advised.

Action-Hannah to confirm

5.0 Participation in external meetings and the CCG 'Get engaged' event

The CCG 'Get Engaged' event took place on Wednesday 19th October and the salient points are summarised as follows.

- 5.1 One of the most disturbing facts was that the major NHS providers viz hospitals, doctors, care and after care providers use different and often none compatible computer software.

In fact only the A+E and discharge systems are linked electronically between hospital and doctors, and clinical letters can often take up to four weeks from hospital consultation to arriving at the practice for the issuing of prescriptions or back up support.

- 5.2 Guardian Medical Centre is part of 'GP Cluster 7' (Warrington Central West). With the Warrington CCG area being sub divided into seven GP Clusters (Each of about 30,000 patient population), with GMC in Cluster 7 are Springfields, Causeway and Folly Lane.

As a mutually supportive group it was disturbing to again find that two different none compatible computer systems were used. (three using TPP System 1 and the other EMIS)

- 5.3 There then followed a session where 'raw' costs of various services were discussed, the most noticeable were

A ten minute doctor's appointment costs the NHS	£45.00
An A+E appointment	£122.00
A Hospital outpatient appointment	£168.00

6.0 Copy of the Practice Structure

The practice structure (Family tree) is currently being prepared and should be available for the next meeting

Action –Hannah

7.0 Doctors Notice Board

Was available for review and should be on display for the next meeting!

Action-Hannah

8.0 Proposal for a 'Virtual' PRG, participation in the practice website

To date there has been a lack of interest amongst the general patient population to participate in either the PPG or undertake a PRG survey.

Hannah has produced both a one page 'flyer' and an explanatory leaflet in an attempt to stimulate further interest. (Copies appended to these minutes for review and information)

Action-All PPG members to review and provide feedback (via the chair)

9.0 Proposal for PPG notice board and expansion into the other waiting areas

The DNA's (Did Not Attend-Missed appointments!) for November has been added to the notice board.

**In November there were a total of 223 missed appointments amounting to a staggering 43 hours!
(Using the figure of £45.00 per 10 minute appointment, this equates to a cost of £11,610 to the NHS)**

A 'Graphical bar chart' to be produced at year end to quantify the annual DNA's to identify monthly variations.

A question was raised as to whether there was any breakdown by age range.

Action- Hannah to investigate

Persistent DNA's are reviewed regularly and formal notices will be issued to repeat offenders.

PPG meeting information to be 'posted' in the other waiting areas

Sophie reported that there was a 'formal' PPG notice in the waiting area at Chapelford,

Action-George to find out if they are available from NAPP

No 'Post-it' comments were completed between October and to date.

10.0 Any other business

- a) A dynamic/inclusive calendar of meetings to be produced as information is available (PPG, Health Forum, CCG events etc.,)

Action-George to lead

- b) As reported in the last minutes the annual 'Coffee morning' in aid of the McMillan Cancer Appeal raised a fantastic £400.00. Future coffee morning and 'meet and greet' events to be added to the calendar (see 'b' above)
- c) Hannah reported that a new appointments template has been added to the 'login' screen to ensure that patients have appointments with the appropriate practitioners.
- d) An explanatory leaflet and application form for those patients who wish to have computer access to on line appointment booking, medication requesting, summary record access and detailed coded record access was presented at the meeting. Patients who would like to take advantage of this scheme are able to obtain the appropriate leaflets and forms from reception.
- e) The new 'JX Board' (television screen behind the receptionists) is now being used to direct patients to doctors consulting rooms as requested as well as carrying PPG participation information.

11.0 Date of the next meeting

The next meeting is scheduled for Thursday 9th February 2017 at 14:00

The meeting closed at 14:55

George Parkins Chair and Scribe

Circulation- Those present, apologies received, Dr Nash and PPG notice board