

Patient Participation Group

Minutes of meeting held on 13th May 2019 @ 7.30 pm

Present: Dr Prit Takhar, Michelle Ford, Anne Davis (taking minutes), Julie Lay, Geoff Lay, Barbara Jessup, Kay Newton, Denise Kennard, Stuart Masters, Pauline Williamson and Valerie Judge

Apologies: Peter Laws, Joseph Fitzgerald (sent 14.05.19)

Agenda number	Items Discussed	Action Notes
1	Apologies for absence	Noted above.
2	Actions from previous minutes No business from previous minutes	
3	<p>GP Registrar Update</p> <p>PT – Dr Kanagasundrem doing well – he is a qualified Doctor who has now chosen to train within a primary care setting, he is now in his third year (ST3) and finishes his GP training August 2020. We have received good feedback from patients.</p> <p>We have Dr Sampson, another qualified Doctor joining us in August 2019 for initially six months as ST1 to train in primary care, both Dr Takhar's will provide training / supervision.</p> <p>Dr Mohammed previously trained with us in 2018/19 & will be back with us from February 2020 to carry out the last six months of his training – he is currently doing 18 months training at PAH</p> <p>It is the deanery's choice how long we have each trainee for and who is allocated where.</p> <p>GL – How many trainees choose to go back to where they started training? PT – Does not really know the statistics but will ask at the next meeting. Some trainees may be placed relevant to needs i.e. travel reasons.</p> <p>Dr Shamin Malik is a qualified GP who we employ as required on a Locum basis, he is a Trainer, so he can also oversee the trainee's.</p> <p>Sadie - Paramedic Prescriber is doing well and settling in nicely. Good feedback from patients.</p>	

	<p>GL – How many patients registered at Parsonage surgery?</p> <p>MF - Approximately 6,100 patients currently registered with Parsonage surgery.</p> <p>Although the numbers are climbing rapidly we are unable to close our list – this can only be done in exceptional circumstances.</p> <p>PT feels we may be in a stronger position regarding premises if we are a larger practice although room space could be an issue as we would want to provide trainee’s with their own allocated room.</p> <p>GL – Has there been any premises update?</p> <p>MF – No updates as yet.</p> <p>SM – Has heard that south Street want to move here and if so where does this leave us? Was this a 100% done deal No as they could change their mind.</p> <p>PT – we hope it does not come to that as we want to maintain our independence. JT has been very clear and persistent that we do not want to merge with another surgery.</p> <p>GL – If there is anything the PPG can assist with in that avenue they are only too willing to do so.</p> <p>MF complimented the PPG on their support and all team aware that PPG happy to offer continued support. PPG thanked for their input to date.</p>	
4	<p>DNA Figures</p> <p>MF - JF sent an email to ascertain if the PPG can help with reducing DNA figures - What do the PPG members feel about this?</p> <p>At the moment patients get a confirmation text regarding their appointment, they then get a reminder. If the patient has a 20 minute appointment they are texted and called on the day as a reminder too. Patients can cancel via phone, text, email or SystemOnline (if they have set up online access). We would encourage patients to cancel online as this keeps the phones free & reduces reception administration work.</p> <p>DNA’s are monitored by the surgery – if a patient DNA’s on</p>	

	<p>several occasions they receive a letter from the management team listing dates etc missed & reiterating that the missed appointments could have been utilised for another patient in need. If specific patients continue to DNA despite reminders / letters, we request that NHS England remove them from the list.</p> <p>KN stated that sometimes the patient waits so long for an appointment they subsequently feel better and do not bother to cancel.</p> <p>GL commented that waiting a long time for an appointment does not excuse the patient for not turning up.</p> <p>A draft letter was suggested & brought to the meeting by MF for the PPG to review, this potentially could be sent by the surgery to persistent DNA patients to highlight from a PPG perspective how DNA's are affecting other patients.</p> <p>The PPG will take away a copy of the DNA letter and get back to us with their thoughts at the next PPG meeting.</p> <p>Of note there were 52 appointments missed this month</p> <p>DNA's may increase as the list expands, surgery & PPG are keen to reduce figures.</p> <p>GL suggested that all patients were contacted regarding DNA's so that all patients would be conscious of it. Patients know there is a problem and not directed to everybody – just to let them know that DNA's are causing problems and incurring costs.</p> <p>MF felt that sending out a message enmass would be difficult but that something could be put on our website. KN suggested putting a particular pointer by the appointments icon; make it colourful just to make a simple point.</p> <p>It was suggested that PPG could review our website www.paronagesurgery.co.uk and bring any ideas for improvements / changes to the next meeting.</p>	
5	<p>Patient Leaflet</p> <p>MF has updated the patient leaflet and kept to 2 sided, 1 page</p> <p>All new patients get a registration pack – these are also available on our website.</p>	

	<p>Patients often do not like being asked by receptionists what is the reason for their appointment – we do this as it is helpful to direct the patient to the right clinician, as they do not always need to see the GP.</p> <p>The patient leaflet has been updated to incorporate Sadie, HUB access and registration details.</p> <p>KN wanted to know if the HUB appointments are offered as an alternative.</p> <p>They are offered by the reception team, alongside ours to meet patient needs.</p> <p>MF clarified that the practice leaflet was the final draft.</p>	
6	<p>AOB</p> <p>Ear Syringing: PW queried/discussed ear syringing process at surgery – patient has a 10 minute appointment with the Nurse to see if syringing is required / if drops needed to soften, if deemed syringing required a 20 minute appointment is then booked with the nurse – this alleviates patient being referred via ENT.</p> <p>GL – How important is it that patients know that ear syringing is not a contracted service at the surgery?</p> <p>MF said the information is on our website & TV screen in our waiting area – please see below:</p> <p><i>NHS Contracted Services:</i> Please note that several services we currently offer to our patients i.e. ear syringing, wound dressing, spirometry, ECG, 24 Hour BP, are <u>not part of our NHS core contracted services</u>, therefore we offer these as a complimentary service to our patients.</p> <p><i>These services may be withdrawn at the discretion of the surgery and would result in patients being referred to hospital / other providers.</i></p> <p>Appointments booked online: Online booking of appointments - If a patient books an online appointment we would encourage them to give a reason for the appointment, this enables our reception team to review rotas and</p>	

	<p>ensure patient is booked with correct clinician.</p> <p>Defibrillators: KN – BAA are offering to match fund raising re defibrillators, group feel this would be beneficial to Parsonage / Snowley area. It would be up to the PPG/residents of Parsonage / Snowley to start the fundraising. If they are happy to go ahead KN will be happy to find out more and get the details. Location has not been established yet. The cost of a defibrillator is in the region of £3000.</p>	
7	<p>Staff</p> <p>MF - Our nurse Gemma is expecting a baby which is due in November.</p> <p>GL – will there be a replacement for Gemma? Sophie our HCA has been on smoking cessation & NHS Healthcheck training & can offer these appointments to patients in addition to her usual HCA work. We will review our nursing requirements in relation to other appointments / vaccinations shortly.</p> <p>Cervical Screening appointments are now being also offered at the extended hub.</p>	
9	<p>Next meeting: 5th August 2019 @ 7.30pm</p>	

