

# Minutes From PPG Meeting Wednesday 26

## June 2019 6.00pm

<b><u>Present</u></b>	Alison Flannery (Practice Manager), Sheree Wilson (Secretary), Barbara Shaw, Anthony Collinson, Margaret Wilson
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<b><u>Agenda item</u></b>	<b><u>Discussion</u></b>	<b><u>Actions</u></b>
<b>1. <u>Apologies</u></b>	Mr and Mrs McCormack, Stuart Ford, Zulfiqar Ali, Muhammad Azam, Derek Hulme, Derek Parsons	
<b>2. <u>Minutes to be agreed from the last meeting</u></b>	The group all agreed the minutes from the last meeting were true and accurate.	
<b>3. <u>Actions and matters arising from previous minutes</u></b>		
<b><u>Newsletter</u></b>	The newsletter is now on our website and there is a link to this. We also have friends & family test on the website.	
<b><u>Talk on Parkinson's</u></b>	At the last meeting Brian said he knew someone who would be willing to give a talk on Parkinson's.	<b>Brian to provide details</b>
<b><u>Repeat Prescriptions</u></b>	<p>We have changed our internal process regarding medication reviews etc. We want to encourage patients to order prescriptions themselves rather than via pharmacies.</p> <p>We have now removed the 24 hour prescription ordering telephone line in accordance with the CQC recommendation as this is not safe as there can be issues when patients leave messages, e.g. not being able to hear them properly, wrong information given etc. There are now staff answering the prescription line between 10am to 5pm Monday to Friday.</p>	
<b><u>Ring back Function</u></b>	We have had some quotes but this is very expensive. We are locked in a contract at present and will look at this in the future.	

DNA Appts

We were asked at the previous PPG meeting if we could remove patients who constantly do not attend appointments. We are planning to send letters out to patients who DNA regularly once we are fully staffed.

PPG E-mail

This is not being arranged at present as it would need a member of staff to monitor it.

**4. Appointment System**

Our doctors have had a training session with the reception staff regarding triaging telephone calls. We are still looking at other options regarding triaging e.g. nurse, paramedic. There are set rules regarding triaging and our receptionists only ask 3 questions regarding a patient's symptoms

We have urgent on the day GP appointments, advance appointments that can be booked up to 4 weeks in advance and appointments for when a doctor wants to see a patient for a follow-up. Every week we release appointments into the system gradually as we have a lot of DNA's when booking appointments in advance.

The group asked what appointments we have bookable online. We have to put 25% of appointments bookable online, but these are the same appointments that are available to staff for appointment booking on the telephone.

There is a government initiative where we now have to do extended hours. Our doctors have decided to open at 07.00am on Tuesdays and Thursdays (this includes nurse appointments and phlebotomy). This should benefit those who work during the day. This equates to 6.5 hours extra per week. This is an interim arrangement as the 7 day access service is being reviewed.

We now have call recording on our telephone system. This monitors activity on the telephones, how many calls we receive, how long a call is on hold etc and also has a record function for when we receive verbal abuse. We will look at the data to better understand demand when planning staff allocation to telephone answering.

<b>5. <u>Primary care networks</u></b>	<p>We have been asked to sign up to a primary care network. This will be a group of GP practices working together to deliver services to the population (not a merge just a work together). A pharmacist and social prescriber will also be recruited as a shared resource.</p> <p>We are now in a network with Castleton Health Centre, Kingsway Practice and Kirkholt Practice. This covers a population of 30,000 patients.</p>	
<b>6. <u>GP Changes</u></b>	<p>Dr Caldwell retired on 26 June. Dr Crook retired on 27 June.</p> <p>Dr Pickford will be staying with us on completion of cover for Dr O'Brien's maternity leave.</p> <p>Dr O'Brien will be back in September.</p> <p>Dr McCool is also joining us in August.</p>	
<b>7. <u>CQC Annual Telephone Review</u></b>	<p>The CQC visit once every 5 years, but are now also conducting annual reviews by telephone. The Practice review took place on 14 May and no issues of concern raised.</p>	
<b>8. <u>PPG Review</u></b>	<p>As Primary Care Networks evolve we may need to change to a network PPG instead. The Practice Manager will discuss this with the other Practice Managers in our network group.</p>	
<b>9. <u>NEXT MEETING</u></b>	<p>TBA – pending the discussion referred to under item 8. The next meeting may be at Network level.</p>	