

PPG Meeting Minutes: Tuesday 4th September 2018

Attendees: Dr Wilson, Nick Jackson (Chair), Robert Jasper, Margaret McColgan, Veronica Catherall, Nanette Hedley, Sandra Newall, Yvonne Marshall, Chris Hare, Les Sheard, Robert Derricott, Peter Upperdine, Veronica Astley, Nigel Haydon, Kate Wells Helen Taplin (minutes)

Apologies: Linda Bruntnell, Bob Taylor.

	Agenda Item	Summary Of Discussion	Action
	<p>Action Points from last meeting - NJ DNAs</p>	<p>There were 554 dna'd appointments in July. Patients can cancel appointments online. The average dna rate history has been 4-5%. YM asked if there are certain patients who regularly dna and if there is any action taken. NJ replied that these patients are contacted and that previous research was done into the dna's for chronic illness appointments but not for routine appointments.</p> <p>Patients can cancel appointments by text when the text reminder is sent. LS suggested we could publicise the text system for cancelling appointments from the Lion Health reminder text. NJ mentioned that if patients spell 'cancel' incorrectly the system cannot pick it up as a cancellation. YM suggested simply texting 'yes' or 'no'. NJ will raise this with the software company. NH asked what proportion of patients are not using the text message system. NJ will check and minute this. There is online booking backup for cancelling appointments also. NJ explained that many of the patients who regularly dna are complex cases so have to be handled carefully. DNAs are recorded on the patient's records and an alert pops up if patients dna 4 times or more in one year. GPs will pick up on patients who dna regularly particularly if on the LTC lists. There may be a safeguarding issue.</p>	<p>NJ to raise issue with software company</p> <p>NJ to check number of pts not using text facility and minute</p>

	<p>Patient Online Access</p>	<p>Patients can use their email address or log in number to log into online access. NH informed that patients can opt for the software to remember the number. RJ mentioned that there are regularly 'appointments today' first thing in the mornings although this can depend on the day.</p>	
	<p>Telephone lines</p>	<p>NJ informed the panel that the new telephone system, Babble Voice should improve the problems with the phone lines. This could be in operation by 19th September but could take until October as we have to give a month's notice to the current provider. The system can redirect calls to other departments so shortening the queues for Reception lines.</p> <p>KW told how beneficial the telephone consultations are with the GPs and that not all patients seem to be aware of these. NJ will inform the Communications Group of this feedback.</p> <p>NJ – Team Leaders in Reception are looking to rotate Reception staff more.</p>	<p>NJ to inform Comms Group that pts need to be informed of the availability of telephone consultations</p>
	<p>Stourbridge News</p>	<p>The Stourbridge News has been contacted re the surgery update. CH also contacted them and was told there is not enough spare newsprint for a regular item to be printed but if there is a significant event they will print it, ie to advertise the flu campaign.</p>	

	<p>FLU Headlines - NJ</p> <p>Drs Watkins and Brindley</p> <p>Dr Wilson update</p>	<p>Historically there has been an ‘open week’ the first week in October whereby patients attended on the day of the letter of their surname. This year vaccine will be offered to ‘at risk’ under 18s as a flu nasal spray. ‘At risk’ 18-64 year olds will have one vaccine and a different flu vaccine will be offered to over 65s.</p> <p>The vaccines will be delivered in staggered batches so the flu week will be set up based on an appointment system. Advertising will go out shortly with a designated telephone number to book the flu appointment on.</p> <p>NJ has passed on everyone’s good wishes to Ron and Beverley.</p> <p>Lion Health CQC rating was outstanding and we are all very proud of this. The CQC say we are the No 1 Practice in Dudley. GW thanked Les for speaking to the CQC assessor.</p> <p><u>Staff update</u> – Drs Watkins and Brindley have now retired. Dr Singh has left the Practice and we have successfully recruited three female salaried GPs, Dr Bhatt, Dr Ayers and Dr Plant.</p> <p>We are hosting COPD and asthma education sessions, targeting poorly-controlled patients who are at risk.</p> <p>GW is setting up a ‘survivors of bereavement from suicide’ group and is meeting with a similar group called Kaleidoscope. The group will be for patients Dudley-wide, not just patients from Lion Health.</p>	
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	<p>Patient Engagement Group - NJ</p>	<p>This group have been looking at how we communicate changes at Lion Health to the patients. Yvonne M, Chris H and Helen Ashby are part of the group. The group looked into:</p> <ol style="list-style-type: none"> 1 What information would patients find useful? Clinics and services available (top response) Process of obtaining results New starters/leaver Complaints/compliments process 2 How would patients like to know? The top responses were: Text Email website <p>There is a group meeting on 5th September to look at the results and translate into action. Nick asked if anyone was interested, to email him. A member of the Reception Team is doing a 'how to' video to help patients at the Practice.</p> <p>There is generally a positive feedback although there are still clarity issues with the tannoy system. Hopefully this will improve with the new software system. KW and VC also felt the monitor in reception moves too fast for some patients to read.</p> <p>The transport issue is still impacting on some patients.</p>	
	<p>POPs Group (Patient Opportunity Panel)</p>	<p>Nigel missed the last meeting due to his son being unwell. NH said he had a great service both here at Lion Health and in Critical Care at RHH. NH will let Nick know which GP saw him here and Nick will pass on the positive comment.</p> <p>NH felt Mental Health is moving towards MCP and the mental health board is no longer represented at the POP group. He feels strongly that people from the community should have representatives at the POP group.</p>	<p>NJ will look into the speed of monitors</p>

	<p>AOB: Prescriptions</p>	<p>KW mentioned that she could not enquire if a blood test was needed online unless she was requesting a prescription. GW will look at this via the Communications Group.</p>	
	<p>LTC appointment letter</p>	<p>VA had a letter for a LTC appointment and asked why the urine sample was not required at the appointment when the letter asked her to bring one and also queried whether the blood test should have been a fasting one. Nick will talk to the LTC Team re this.</p>	<p>NJ to talk to LTC Team about letters sent out</p>
	<p>Hospital letters</p>	<p>KW mentioned there are notes on walls at the hospital informing patients they are entitled to the Consultant's letter. YM felt if patients want to control their own health they need easy to read documents from the hospital. GW hopes the hospital will email patients' letters in the future.</p>	
	<p>Transport</p>	<p>VA – is there a bus coming to Lion health? GW – we cannot provide a turning circle for buses. LS brought in an article from the Stourbridge News about the lack of transport here. Nick commented that it is a public forum and anyone can write to the letters page at the paper.</p>	
	<p>MCP</p>	<p>GW – Dudley are trying to move some of the budget from Secondary Care to Primary Care. The money does not follow the patient from one area of care to another.</p>	
	<p>Communications Group</p>	<p>CH asked about the possibility of a patient from the Group to be on the Reception floor to help man Reception, minimise queues and look after vulnerable patients. KW said this would need guidelines and CH confirmed they are discussing parameters.</p>	

	Next PPG Meeting	The next PPG meeting will be on Tuesday 13 th November at 2pm at Lion Health	
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