

Meeting Minutes

MEETING TITLE:	Patient Participation Group Meeting	VENUE:	Upperthorpe Medical Centre
DATE:	Friday 20 th April 2018	TIME:	1.30pm to 2.30pm
MINUTES PRODUCED BY:	Mrs Gill Kirby Practice Manager		

Name	
Sarah Askham (Chair)	PPG Member
Gill Kirby	Practice Manager
Sue McGrail	PPG Member
Lesley France	PPG Member
Graham Estop	PPG Member
William Beckett	PPG Member
Jackie Hanson	PPG Member
Margaret Langrish	PPG Member
Apologies	
Esta Lewis	PPG Member

MINUTES AND ACTIONS

Minutes		Action
1.	<p>Welcome and Introductions</p> <p>Welcome and introductions to our new PPG member, Jackie, a patient at our Ecclesall branch site.</p> <p>A couple of members shared their disappointment at the decision that a GP will no longer be present at these meetings. SA, GK and WB responded stating this is not a clinical meeting and therefore a GP isn't required to attend, that discussions should be regarding the patient experience when using the practice services, and that demand on GP time is such that it is better utilised managing patients and the clinical workload. GK reiterated that any queries not answered during the meeting would be taken back to the GPs and their response fed back to the group.</p>	
2.	<p>Urgent Care</p> <p>The public consultation on urgent primary care was undertaken between September 2017 and January 2018. The results are currently being analysed by Sheffield Clinical Commissioning Group (SCCG) and GK reported that they hope to update practices next month. GE reported that at a recent PPG Network meeting they confirmed a decision will be publicised, as per the original timescales, in September 2018.</p> <p>GK handed round the results from the 3 sets of questionnaires (attached), and confirmed that she will report any updates to all PPG members as she receives them from the CCG.</p> <p>WB commented that the CCG/NHSE should have reached out to practices individually to canvass their own patients' opinion.</p>	

	<p>GK confirmed that although the practice routine appointments are currently running to 2-3 weeks for the first available slot, patients requesting an urgent appointment can be seen by a GP the same day. The surgery has approximately 2 urgent slots per session per day, this amounts to around 10-14 urgent slots per day at each site. SM reported that she finds the same day/urgent slots confusing as she has observed that patients walking in first thing in a morning are not being questioned by the reception staff as to whether their need is urgent and are booking patients in that day regardless. GK confirmed that she would follow this up with the staff.</p> <p>JH reported that she has nothing but praise for the practice and shared a recent positive experience with the group when she required an urgent appointment for her granddaughter.</p> <p>GK confirmed that the Saturday appointment slots at Ecclesall MC are pre-bookable with 2 slots available for urgent walk-ins.</p> <p>Premises Bid</p> <p>GK reported that the practice has submitted 2 applications to SCCG for premises bids to obtain funding for improvements/extensions to both surgery sites. Both applications have passed the first stage of the application process, and although we are hopeful, the bids can be rejected by NHS England further into the process. If successful, the practice will prioritise Ecclesall MC, as the need for additional consulting rooms is paramount. GK to keep the group informed of any development.</p> <p>Online prescription order – free text box</p> <p>SM reported that she is still having ongoing issues with systmonline software when utilising the free text box when ordering her repeat prescriptions. GK confirmed that she will spend time with her after the meeting and attempt to get to the bottom of where this process is falling down.</p> <p>GP/Nurse/Staff Update</p> <p>GK reported that since the last meeting, the practice has appointed another practice nurse, Claire. The practice now has 4 nurses who all work between both sites. GK stated that she feels the practice team is now settled.</p> <p>GK confirmed that as appointments are limited at Ecclesall MC, partly due to the lack of consulting rooms, patients may be offered appointments to attend Uppertorpe MC.</p> <p>Day and time of future PPG meetings</p> <p>As SA now works every morning, she says she will struggle to make a 12.30pm start at the meetings. It was therefore agreed by all that a 1.30pm start on a Friday is okay.</p> <p>Any other business</p> <p>DNA's – JH commented that she is shocked at the number of patients who don't attend for their appointments and don't cancel in good time. GK confirmed this is a real issue for the practice and there is currently a campaign running called "DNA Man" This is a full-sized card board cut out of a superhero which will stand in the waiting areas of a GP surgeries to encourage patients to cancel their appointments. GK confirmed that patients can cancel in person, over the phone, via systmonline and via a text to a dedicated mobile number (advertised in practice leaflet and on surgery website). LF suggested adding the dedicated mobile number to the text message appointment reminder – GK to explore if the message can be amended.</p> <p>GK confirmed that the practice writes to patients who regularly DNA and they are removed from the list after several DNA's in a 12 month period. (exceptions to this</p>	
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rule are observed).

Pharmacy2u – GE mentioned Pharmacy2u, an online pharmacy company who will order patients prescription on their behalf from their GP, dispense the medication and send to the patient via royal mail. We all agreed that although this appears to be an efficient service, we need to continue to support local pharmacists, some of whom provide an excellent personal service to our patients.

8.

PPG member requested to attend premises meeting – GK mentioned that the CCG may request that a member of our PPG group sit in on the early discussions of the premises funding application – several members volunteered for this role – the GPs and management will select the most appropriate person for this role if and when our application is successful.

Date of next Meeting

Friday 27th July 2018 12.30pm Ecclesall Medical Centre