

Minutes of Orton Bushfield Patient Participation Group (PPG)

2nd March 2020

Item		Action						
Attendees:	AB CD ID JB LS	MF PC PW SH TC						
Apologies:	CM							
2 Minutes	The minutes of the previous meeting were agreed and signed as a correct record. No matters arising.							
3 Terms of Reference	Meeting agreed that the Terms of Reference continue to be appropriate and need no amendments.							
4 Officer	<p><i>Chair.</i> PW proposed for ID to continue, TC seconded, vote passed.</p> <p><i>Deputy.</i> no volunteers at this time.</p> <p><i>Secretary.</i> CD was asked to continue, vote passed.</p>							
5 Did not attend	<table border="1"> <thead> <tr> <th></th> <th>Doctor</th> <th>Nurse</th> </tr> </thead> <tbody> <tr> <td>Feb '20</td> <td>17</td> <td>31</td> </tr> </tbody> </table> <p>NB: the Nurse figure may be higher as some appointments are 2 or 3 slots (i.e. a diabetes check) which will be recorded as 2 or 3 DNAs.</p> <p>Would it be possible to include the appointment time as well as the date in the text reminder as this may help with some missed appointments?</p>		Doctor	Nurse	Feb '20	17	31	SH / CM to look into this
	Doctor	Nurse						
Feb '20	17	31						
6 Staffing	<p>New prescribing pharmacist will be starting soon as a shared resource between two practices.</p> <p>AB commented that sharing resources between the two practices seem to be doing well as she has a nurse appointment at Thorpe Road.</p>							
7 Telephone system	Queue length was unable to be changed. Additional people are now answering the phones – three in the morning, staff permitting.							
8 Refurbishment	<p>Window refurb moved to 27th / 28th March due to clerical error on NHS Property Services' part.</p> <p>Toilet door was discussed: Practice feels it could be a hazard for some patients to have a self-closing door. May be necessary to keep the toilets locked as some people are using it who are not patients.</p>							

Item	Action
<p>9 Any other business</p> <p>MF has received multiple letters from PCH – two confirming an appointment and one cancelling it with no explanation. Secretary at Practice has assisted in following up.</p> <p>LS asked about urine testing. Urine dipsticks no longer being done in practice due to risk of cross contamination. For example, once a dipstick has been used, the sample can't then go off to be tested in lab. This of course takes much longer. SH explained that its better to get specific antibiotic to tackle that infection rather than broad spectrum due to antibiotic resistance. Practice needs to ensure that patients are being told when to return the sample – i.e. before a certain time.</p> <p>PW queried whether anyone had volunteered to assist AB with attending the Greater Peterborough Patients Forum? MF has volunteered for next meeting Thursday 2nd April. CD to email details.</p> <p>TC – two items short on medication on last prescription. He done it online but weren't on script. SH to look into it to identify the cause.</p> <p>Also some confusion over booking in for a follow up if requested by GP. SH to remind GPs that they need to give patient a slip if they want to see the patient again. Slip authorises staff to open up the future appointment and book it for the patient.</p> <p>LS has given her apologies for the April meeting.</p> <p>Carry forward CM's action from last meeting about medication for next meeting.</p>	<p></p> <p></p> <p>CD</p> <p>SH</p> <p>SH</p>
<p>11 Date of next meeting</p> <p><u>Tuesday 7th April 2020 at 5:30pm</u></p>	<p></p>