

Minutes of Orton Bushfield Patient Participation Group (PPG)

2nd September 2019

Item	Action						
<p>1 Attendees: AB CD ID KH KF NP RP PC PW S TC</p> <p>Apologies: CM</p>							
<p>2 Minutes</p> <p>The minutes of the previous meeting were agreed and signed as a correct record.</p> <p>a. Matters arising – moving the check-in screen had been previously discussed but this is on hold for the time being.</p>							
<p>3 Did not attend</p> <table border="0" data-bbox="268 891 710 974"> <tr> <td></td> <td>Doctor</td> <td>Nurse</td> </tr> <tr> <td>August '19</td> <td>34</td> <td>36</td> </tr> </table> <p>This is an improvement from last month. NB: the Nurse figure may be higher as some appointments are 2 or even 3 slots (i.e. a diabetes check) which will be recorded as 2 or 3 DNAs.</p>		Doctor	Nurse	August '19	34	36	
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<p>4 Staffing</p> <p>No changes in full-time staff</p> <p>Some longer term part time GPs – one doctor on Mondays and two doctors on Thursday and Friday plus Dr Shah each morning.</p> <p>Also have access to a mental health nurse and prescribing pharmacist.</p>							
<p>5 Telephone system</p> <p>Trialling having three people available to answer the phones between 8:30am to 11am – this seems to have helped but the start of the school term may have an impact.</p> <p>Some members reported still having issues – S agreed to take their comments back to CM.</p>							
<p>6 Refurbishment</p> <p>ID spoke to Facilities Management helpdesk at NHS Property Services and opened a new maintenance request. He had been promised an initial inspection by close of play 2nd September but this hadn't happened. ID will chase.</p>	<p>ID – call NHS PS</p>						
<p>7 Patient Meetings</p> <p>Following a comment at last month's meeting regarding patient events held by other PPGs, CD asked if anyone wanted to organise one. It was agreed that a question could be added to this year's patient survey regarding what topics might be of interest.</p>	<p>CD</p>						

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<p>8 PPG Confidentiality Policy</p> <p>CM to chase Dr Shah.</p> <p>On a related note, the Greater Peterborough Patient's Forum had shared a guide to the General Data Protection Regulations and how they related to PPG matters. This will be distributed to the Group.</p>	<p>CM</p> <p>CD</p>
<p>9 Repeat Prescriptions</p> <p>The practice has yet to meet with Lloyds but Dr Shah is trying to get a meeting date. ID, on behalf of the PPG, has not yet contacted their regional office to raise our concerns but will do so if these issues persist.</p> <p>The process for not issuing scripts more than a week in advance doesn't work for some patients. Lloyds has advised some patients that their medication needs to be ordered in and one week isn't sufficient time. This could result in patients going without important drugs and needing urgent hospital admission (as happened with one of the group).</p> <p>We also discussed the process for requesting repeats online and Ian shared some tips:</p> <ul style="list-style-type: none"> Remember to click the request button once you've ticked all your items. Once you've requested your items go back into the repeat prescriptions screen. If you can still see tick boxes next to the items you wanted then something has gone wrong and you'll need to try again. 	<p>CM to raise with Dr Shah</p> <p>ID to draft a guide</p>
<p>10 Any other business</p> <ul style="list-style-type: none"> KH asked whether we ought to write to all patients registered with the Practice to inform them of what is happening regarding the governance of the Practice – addressing rumours, short statement about CQC, etc. ID offered to draft something and raise with Dr Shah. On a related note, the management details on the Practice's website should be updated. 	<p>ID</p>
<p>14 Date of next meeting</p> <p>Monday 30th September at 5:30pm</p>	