

Minutes of Orton Bushfield Patient Participation Group (PPG)

30th November 2019

Item	Action						
<p>1 Attendees: AB CM CD ID LS MF NP RP</p> <p>Apologies: KH KF PC PW TC</p> <p>ID formally welcomed two new members to the group.</p>							
<p>2 Minutes</p> <p>The minutes of the previous meeting were agreed and signed as a correct record. No matters arising.</p>							
<p>3 Did not attend</p> <table border="1" data-bbox="268 891 705 972"> <thead> <tr> <th></th> <th>Doctor</th> <th>Nurse</th> </tr> </thead> <tbody> <tr> <td>Nov '19</td> <td>57</td> <td>54</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>CM isn't sure that the Doctor figure is correct as that's a significant increase on last month. However, we have had more GP appointments available so this may result in a higher DNA.</p> <p>The group discussed ways in which to improve 'did not attend' figures. One suggestion was to create a poster reminding patients of the cost of an appointment with a GP and a Nurse with an encouragement to cancel unwanted appointments.</p>		Doctor	Nurse	Nov '19	57	54	<p>CD - draft</p>
	Doctor	Nurse					
Nov '19	57	54					
<p>4 Staffing</p> <p>We're struggling with nurse recruitment at the moment so an advanced HCA from Thorpe Road is helping out two days a week for dressings, etc.</p> <p>A new full-time secretary has joined the Practice.</p>							
<p>5 Telephone system</p> <p>Relating to DNAs, CM explained that it can be difficult to get to the messages on the cancellation line as they can only be accessed on the main reception phone which is constantly in use in the morning. Therefore a patient may have cancelled their appointment but it hasn't been filled as the reception staff weren't aware. CM will see if the messages can be diverted to another extension to enable them to be picked up more easily.</p>	<p>CM - phone</p>						
<p>6 Refurbishment</p> <p>This has been complicated by vandalism that occurred recently. A number of windows were broken and are currently boarded up. NHS Property Services are involved but it appears that reactive work and planned work are funded by separate budgets.</p>							

Item	Action
<p>ID will follow up with NHS Property Services again as the meeting agreed it seems foolish to pay for the replacement of the broken windows only to remove them when all of the windows are replaced.</p>	<p>ID – NHS PS</p>
<p>7 PPG Confidentiality Policy</p> <p>Dr Shah is happy with our proposed confidentiality policy and therefore ID asked all present to sign a copy. These will be scanned so everyone has a copy and the originals filed in the PPG folder held by the Practice.</p>	<p>ID - scan</p>
<p>8 Repeat Prescriptions</p> <p>ID drafted a guide for using the Systm Online website for repeat prescription requests to assist those unfamiliar with it. CD will circulate a copy to the group for them to try out for themselves.</p> <p>The aim is for these to be available to patients with the view to increase the number using the more efficient electronic process.</p>	<p>CD - email</p>
<p>9 Patient communication</p> <p>As people and processes are still changing at the Practice, the meeting agreed to put this on hold until the new year.</p>	
<p>10 Any other business</p> <ul style="list-style-type: none"> • MF asked if we could have a board that called patients through to the consultation rooms to save them having to walk to the waiting room. Ian explained that Dr Shah had said he and many of his colleagues preferred to walk round otherwise they can sit at their desk without moving for hours at a time. • LS asked for clarity over whether a nurse or GP appointment would be better for particular issues. CM explained that the Receptionists are able to guide patients if the patient is willing to share details of their issue. As a general rule of thumb, general health issues can be handled by a Practice nurse and will always be escalated to a GP if they nurse has any concerns. • GPPF – AB asked for additional volunteers to attend the Forum meetings with her as KH has been unable to attend recently. • CD and ID attended an STP Long Term Plan meeting on 17th October and gave a brief verbal update. Due to time constraints, this will be followed up with a more detailed update via email. 	<p>CD</p>
<p>14 Date of next meeting</p> <p>Monday 16th December at 5:30pm</p>	