

Moss Street Surgery

Notes of the Patient Participation Group Meeting held on Monday 2nd March 2020 at 6.30pm at Moss Street Surgery

Present:

Kay Rimmer	Patient Representative/Chairperson
Helen Stead	Patient Representative (Note taker)
Elizabeth Partington	Patient Representative
Doug Smith	Patient Representative
Brian Heathcote	Patient Representative
Wendy Heathcote	Patient Representative
Paul Stevens	Patient Representative
Helen McDonough	Patient Representative
Geoff Husselbee	Patient Representative
Dr A Q Mir	GP Partner
Tina Taylor	Practice Manager
Donna Martin	Quality & Information Administrator

1. Welcome

Kay welcomed everyone to the meeting. Tina introduced Donna Martin to the meeting.

2. Apologies for Absence:

Apologies were received from Pam Smith, Patient Representatives.

3. Services available from St Giles Hospice

Jenni Fryer, Community Engagement Manager from St Giles was expected to speak with the group around services available from St Giles. Unfortunately Jenni had to cancel at last minute but the practice will aim to set this up again for later in the year.

4. Notes of the Meeting held on 5th December 2019

The notes of the meeting held on 5th December 2019 were sent via email and post. These were accepted as a true record. Tina will upload to the practice website.

5. Matters Arising:

i. Cannock Chase District Patient Group – Feedback from meeting held on 16th January 2020

EP reported details of the discussions that took place at this meeting. Much of it revolved around DNA's, gluten free prescriptions and role play opportunities. She also commented that there had been feedback from 5 PPG groups and a list of acronyms was circulated (334).

ii. NHS Survey

KR reported on the NHS survey. Again areas to highlight included DNA's and the questionnaire on savings (CCG) Discussion took place regarding the Minor eye conditions service (MECS) which patients can be signposted to by reception staff.

iii. NHS Digital

Tina reported that practices were expected to embrace many of the IT digital platforms that would be rolled out. She also commented that the practice had tried to encourage patients to register for 'access to detailed coded records' via Patient Access which would enable many patients to see diagnosis dates, coded procedures and blood results as a minimum. Unfortunately Tina reported that many of the patients appeared to complete the form but not actually complete the registration process – this has resulted in the practice not achieving targets. A great deal of time had been taken by staff and the GP's to ensure that the process was followed in accordance with BMA and RCGP guidelines.

Tina praised the reception staff for all their hard work over the past year and especially as they are facing increasing pressure with the recent presentation of the Coronavirus.

KR mentioned a poster which was on display in reception regarding the Diabetes Bus. Tina continued the conversation with a briefing around the National Diabetes Prevention Programme (NDDP) which the practice had recently signed up to with Public Health. Patients who have recently had blood tests could be referred if it is deemed that they could potentially develop Diabetes and therefore access the support programme.

6. Significant Events/Complaints

TT advised that no significant events had been reported since the last meeting.

7. DNA's/Zero Tolerance

Different strategies have been trialled nationally and locally to reduce the number of patient Did not Attends. Tina reported that the practice has continued to send letters to patients who DNA advising that they may be removed if further DNA's occur. DM (Quality & Info Admin Officer) follows the letter up with a telephone call for subsequent occurrences. This is detailed in patient notes. If a patient then DNA's again, the patient is advised that they will be removed and that they must find another GP practice for registration. DS suggested that the warning letter should state that a patient 'will be removed from the practice' rather than 'may be removed from the practice. 35 patients have been removed in the last year as a result of persistent DNA's or Zero Tolerance.

The practice is hoping that more patients will use the online booking service in the future and potentially plan to include access to flu clinic appointments this year. It was commented that there appear to be a fair few appointments available on line at Moss Street. KR suggested that receptionists convey to patients to contact the surgery if they are unable to make the appointment or maybe giving a reference number for the booking.

8. Friends and Family Feedback

Approximately 10 F&F feedback forms are completed and returned each month. 99% are positive responses. DS suggested that a 'push button satisfaction survey machine' on exit would be beneficial and commented that the Lions might be able to help with this.

9. Text Messaging Service

The practice now uses a text messaging service called accurx. This is now used to send individual messages to patients about reviews etc. Letters will be sent where no mobile phone number exists for a patient.

10. Any Other Business

EP advised that she will attend the District Patient Group meeting on 19th March at Rugeley. DS questioned why all practices do not have a PPG although it is believed that many do but use virtual rather than actual.

Tina asked members if they were happy with the frequency of meetings and all agreed that they are.

13. Date of next meeting

6.30pm on Thursday 18th June 2020

6.30pm on Monday 28th September 2020

6.30pm on Thursday 3rd December 2020