

Newbury Green Medical Practice
Patient Participation Group
Newbury Place Health Centre
26th September 2019 @ 6:30pm

Minutes

Present:

Dr Simon Joseph (SJ)	GP Partner (Newbury Green)
David Flinn (DF)	Practice Manager – Acting Chair
1 female patient(s) (JC)	
1 male patient(s) (ND)	

Apologies:

Dr Deborah Larah	GP Senior Partner
Jennifer Collins (JEC)	Assistant Practice Manager
9 patients (JB, NB, DG, RB, GD, LE, DR, JM, ME)	

Item		Action
1. Introduction	<p>DF welcomed patients to the meeting and thanked those present for attending on the evening and for giving up their valuable time.</p> <p>Due to the large number of apologies received it was agreed that the meeting would consist of a general AOB and some relevant key points about around updates from the practice and that we would look to arranging a further meeting in November.</p>	
2. Apologies	<p>Noted from JB, NB, ME, DG, LE, GD, RB, JM, JEC and Dr Larah</p>	
3. Minutes of last meeting	<p>Members reviewed the minutes from the previous meeting on 16th May 2019. It was agreed they were a true representation of the discussion.</p> <p>ND advised that the issue raised about unnecessary messages printing on prescriptions had now been resolved</p> <p>DF advised that the concern about some form of cover over the patient check in screen had been queried, but due to demands on other areas of I.T. and digital development, it was quite a low priority and was unlikely to be addressed for some time.</p>	

<p>4.</p>	<p>Guests / Services</p> <p>No Guests were present at the meeting</p>	<p><u>ONGOING</u> PPG members to inform DF as to who they would like to attend meetings for information or queries</p>
<p>5.</p>	<p>General Updates</p> <p>DF re-advised the group that he thought it would be appropriate to give them an overview of what was happening not just at practice level but also across the healthcare community in the neighbourhood and Salford as a whole:</p> <p><u>Practice</u></p> <p>See AOB</p> <p><u>Neighbourhood</u></p> <p><u>Salford</u></p>	
<p>6.</p>	<p>Staff</p> <p>DF gave the group an update on the situation regarding recruitment of practice staff:</p> <ul style="list-style-type: none"> • A new Pharmacy Technician started at the practice in July to support the clinical team. This is a new role in the practice that will grow and evolve over time and ultimately should release time for GPs to see patients. • Interviews for new GPs had been completed and there are now two new GPs, Dr Tahir Mir and Dr Michael Starkie. Both of these GPs will work for three days per week and the practice is still seeking to recruit a further GP in the near future • The practice will continue to host medical students and FY2 doctors and is also looking at the possible placement of an additional trainee Physician Associate early in the New Year. <p>Reminder - The practice continues to look to recruit staff that will assist to improve access for patients. This does mean that some patients can be seen by appropriately qualified clinicians who may not necessarily be traditional GPs as there is a well-publicised shortage of doctors nationally.</p>	

<p>7. Patient Experience</p>	<p>DF gave an update on progress with the new website and hoped to have it go live before Christmas. The assistance from NB in looking to develop this new site was also acknowledged.</p> <p>DF also advised the group about the changes to the telephone system that have been scheduled to come into effect from 1st November 2019. This will mean that the practice's phone number is changing and that the new number will be:</p> <p style="text-align: center;">0161 983 0800</p> <p>From that date the fax machine will no longer be used but communication to the practice is also possible through a new generic email address:</p> <p style="text-align: center;">salccg.ngmpscript@nhs.net</p> <p>This is different from the normal practice email as almost all members of staff are able to access and check as opposed to the previous address that could contain more sensitive information and is only accessed by supervisors / management.</p>	
<p>8. A.O.B.</p>	<p>JC queried the patient self-check-in screen no longer giving the instruction about what waiting room a person should go to depending on which clinician they were seeing as this could lead to confusion and/or delay for someone getting to the actual consulting room. DF will look into this matter and reply.</p> <p>There followed a brief discussion about the need to confirm actions on various devices in the practices (e.g. SJ noted the need to enter "YES" on the check-in screen and ND commented on the "CONFIRM" requirement on the vehicle registration permit machine)</p> <p>JC also asked about the Chronic Airway Support Team (CAST) at Salford Royal Hospital and their seemingly limited resource now that there are only five people to provide the service including going to visit patients at home.</p> <p>ND raised an issue regarding patient's possible concerns about shortages of medication depending on the eventual outcome of the Brexit situation. The suggestion was made that perhaps for the month of November (assuming a 31st October departure from the European Union) quantities of medications listed on repeat prescriptions could be doubled to ensure that patients had enough for the month with the hope that any supply issues would be resolved by December. SJ explained at length why this would not be a viable option from a practical and clinical point of view and DF also noted a potential patient safety issue.</p>	<p>DF to investigate Displayed messages and advise</p> <p>DF to flag up the problem to Commissioning Managers at Salford CCG</p>

DF asked for any opinions as to the 8 “fixed” agenda items that form the core of the group’s meeting structure as it was felt this represented a good balance and allowed for reasonable debate and dissemination of information. Those attending agreed and the format will continue although it can be discussed again at some future meeting.

DF also raised again the issue of having a PPG meeting for the Broughton neighbourhood. As practices are now required to work together in an increasingly collaborative manner, it seems quite reasonable to assume that whilst not being mandatory, a meeting of patients from across the area, not to discuss individual practices, but to talk about provision of services, communication and education, and any secondary care issues may become a requirement in the future and could be very beneficial. DF has spoken to several Practice Manager colleagues who also feel this is a decent idea and so we are looking at arranging such a meeting and this will be in line with Newbury Green’s “normal” meeting schedule and will therefore be planned for Thursday 16th January in Newbury Place Health Centre at 6:30pm. Further information on this matter will be sent out to the group when details are confirmed. It may also be possible to have representatives from Salford CCG, City Council and the provider organisation (SPCT) attend the event.

DF was able to advise the group of some positive news about appointments not attended at the practice (DNAs). The revised text messaging reminder system came in to place in July 2018 and a comparison of missed appointments for the first six months of 2019 against the same period in 2018 shows a drop from 2200 to 1598a total of 602 which represents 27.4%. DNAs now average about 63 per week across all clinicians and whilst this is still not ideal, it is better than the 90-100 the practice was experiencing before. It is sometime challenging to have patients always advise the practice when contact numbers are changed and the problem will never be wholly eradicated, but it is a positive step that will continue to be worked on. ND suggested a stronger system of letters warning patients that DNAs are unacceptable and to highlight potential for removal from a practice’s list so this will be looked into.

It was agreed to arrange an additional meeting for the group on 28th November 2019 to give the opportunity for patients unable to attend this evening to get together for discussion.

Meeting adjourned at 8:15pm

Date and Time of next meetings (provisional):

Thursday 28th November 2019 @ 6:30pm – (Extra)

Thursday 16th January 2020 @ 6:30 (NEIGHBOURHOOD)

DF to liaise with other practices and arrange meeting.

DF to invite other guests as appropriate