

Newbury Green Medical Practice
 Patient Participation Group
 Newbury Place Health Centre
 28th November 2019 @ 6:30pm

Minutes

Present:

Dr Simon Joseph (SJ)	GP Partner (Newbury Green)
David Flinn (DF)	Practice Manager – Acting Chair
3 female patient(s) (JC, LE, DG)	
2 male patient(s) (ND, DR)	

Apologies:

Dr Deborah Larah (DL)	GP Senior Partner
Jennifer Collins (JEC)	Assistant Practice Manager
6 patients (JB, NB, RB, GD, JM, ME)	

Item		Action
1.	<p>Introduction</p> <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>This was an additional meeting added to the schedule due to a high number of apologies received in September</p>	
2.	<p>Apologies</p> <p>Noted from JB, NB, ME, GD, RB, JM, JEC and Dr Larah</p>	
3.	<p>Minutes of last meeting</p> <p>Members reviewed the minutes from the previous meeting on 26th September 2019. It was agreed they were a true representation of the discussion.</p> <p>DF gave an update on the actions from the previous meeting:</p> <ul style="list-style-type: none"> 1- The self-check-in screen has been checked and is directing patients to the correct waiting area. 2- The CAST issue has been flagged up and a response is being waited upon 3- The neighbourhood PPG has been planned and is on this agenda for discussion 	

<p>4. 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. 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>Flu clinics are ongoing and the practice is looking to encourage as many appropriate patients as possible to attend. There have been some national supply problems with both the Quadrivalent vaccine (patients in at-risk groups) and the child nasal vaccine which have led to delays in delivery but the practice has now been able to order and receive stocks of both.</p> <p><u>Neighbourhood</u></p> <p>DF gave a brief update on the formation of the Primary Care Network (PCN) which involves several practices working together for the benefit of Salford patients. The local area PCN (Broughton Health Alliance) matches geographically the Clinical Commissioning Group's area and contains all the local practices. The first actions of this new PCN were to actually get the organisation up and running and maintain the provision of each practice's own extended hours service (Not SWEAP) with further projects and plans coming online in due course.</p> <p><u>Salford</u></p> <p>DF briefed the group on some issues from his neighbourhood report about work being done across the city:</p> <ul style="list-style-type: none"> • Healthwatch Salford are continuing to focus on communication with patients who have learning or communication difficulties • Mental Health Crisis bed provision has been doubled • Over 1000 Lung Health Check invitations have been sent out with more than 200 appointments booked so far. This pilot scheme is due to be rolled out across other areas of Salford in the coming months and has been extended to 2 years • The most recent patient survey showed that 17775 questionnaires were sent out with 4516 returned. 85.7% of patients reported having a good experience with their GP practice 	

	<ul style="list-style-type: none"> • There is an increasing focus on any organisation's Carbon Footprint and it is likely practices will have to look at ways to become "greener" in future 	
<p>6. Staff</p>	<p>DF gave the group an update on the situation regarding practice staff:</p> <ul style="list-style-type: none"> • Two new GPs, Dr Tahir Mir and Dr Michael Starkie have joined the practice and another GP is being actively sought to work at least 3 days per week. • The practice will continue to host medical students and FY2 doctors and can now confirm the placement of an additional trainee Physician Associate early in January 2020 <p>The group asked about the amount of "working time" of the doctors and DF explained about the demands made of clinical staff, not just seeing patients but also their time being used up by for example, clinical administration and certain mandatory training</p> <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 a further update on progress with the new website. The practice has had several discussion with the developer, but in the last couple of weeks had also been looking into another solution that combines a practice website with a site that supplies a large amount of healthcare information, education and signposting to appropriate "other" treatment options that patients may find of use without having to visit their GP. This new option, entitled "Footfall" is being piloted and looks very good. DF suggested that a link to said site be sent to group members for comment.</p> <p>DF also reminded the group about the changes to the telephone system that came into effect on 1st November 2019. The practice's phone number changed and that the new number is:</p> <p style="text-align: center;">0161 983 0800</p> <p>The fax machine is no longer 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>DF to forward link for PPG members to have a look at information.</p>

	<p>LE asked about the practice comparison graphs that the PPG had provided feedback for at the start of the year and that there had been no updates on the information. DF agreed and said he would look into obtaining more up to date details and would advise the group accordingly</p>	<p>DF to speak to CCG about patient experience graphs</p>
<p>8. A.O.B.</p>	<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.</p> <p>Due to some of the recent difficulties members had in attending meetings, DF sought opinion on whether the current schedule of <i>January / May / September</i> was appropriate and should we look at changing to <i>February / June / October</i>. The group felt that no change was needed at the moment</p> <p>Further to the positive news reported at the last meeting about the improvement in DNA (Did Not Attend) rates during the first half of the year, DF was pleased to advise that the trend had continued up to the end of Month 11 (the latest data available) and that DNA rates were still down almost 25% year on year which is an improvement from 3974 missed appointments (in 2018) to 2996 for the same period in 2019.</p> <p>DF was able to advise the group that the practice has retained its rating of “Good” from the Care Quality Commission (CQC) following the annual interview with them on November 20th 2019.</p> <p>The group was asked for opinions about a virtual PPG set-up (e.g. a Facebook group) but this was felt to be not popular at the current time as well as having the potential to create significant extra workload for the individual(s) who would need to look after it. The idea was therefore shelved for the moment.</p> <p>DF was able to confirm that the neighbourhood-wide PPG “test” has been arranged for Thursday 16th January 2020 at Newbury Place Health Centre. The other practices in the area are actively promoting the event and it is hoped there will be a good turnout. The plan is not to have a fixed agenda for this particular meeting but to establish the want/need for such an occurrence and what should/could be discussed. For this meeting, the local Community Connector, Natalie Taylor has been invited to attend to talk about the issue of Social Prescribing. LE suggested offering basic refreshments at the meeting and kindly offered to support this at the time</p>	<p>DF to liaise with LE about provision of refreshments for the meeting</p>

DG queried the process for results following any patients having use of the Ultrasound service that operates out of the practice one day per week and how these were communicated between various healthcare providers. SJ explained the process from the GPs perspective.

DR highlighted the problem of patients in general and specifically those with pushchairs walking across the car park without paying much attention to traffic and the potential for accidents. JC supported this as she had almost been struck on her way to the meeting this evening. DF will pass concerns on to the landlord.

DR asked about practice provision of Basic Life Support / First Aid courses for patients. DF was not aware of this happening at any location in Salford but would make some enquiries. At the very least, the practice should be able to advise of organisations that could offer this training to members of the public.

Meeting adjourned at 8:30pm

Date and Time of next meetings (provisional):

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

Thursday 14th May 2020 @ 6:30pm

DF to report problem to landlord at next tenants meeting in December 2019

DF to enquire about providing BLS courses to individuals that are not practice staff