

Woodlands Patients Voice Meeting Minutes

Wednesday 10th July 2019

Present : Stephen, David, Sylvia, Michael, Fiona, Kay, Mary, Ann, Janet (PPG Members)
Patricia Brown (Practice Admin representative and PPG Secretary)

Apologies: Mick, Val, Dr Das

1. Welcome and introductions

In his role of Chair, Stephen welcomed the group and thanked them for attending. No introductions were necessary.

2. Minutes of the last meeting

Copies were made available to the group and approved as a true record.

3. Matters Arising

Item 8 - PPG recruitment - David, Val and Sylvia had met in practice to agree on an advertising campaign to promote the group and encourage new membership. Poster and notice board resources were agreed and then produced by the practice. Val and Sylvia then attended the practice on 24th June to update the main notice board with the resources. Unfortunately, there has been no response to the recruitment campaign so far.

Janet reported feedback from her daughter and work colleagues (who represent the age group we were hoping to target) that the timing of meetings is not good – they are generally busy going home to bath the children/putting them to bed. Acknowledge it is difficult to get a time to suit all.

Val and Sylvia also culled all outdated leaflets and pared down the poster campaigns whilst they were in the practice.

Item 9 - Communication to patients - The practice booklet has now been approved by two of the partners and will be out to print once all the GPs have reviewed.

Item 12 - Outpatient appointments - David had agreed to write to the hospital governor who attended last year to ask some questions about out-patient clinic issues. He had reported the difficulties via the “engage with your governors” email address but had not received a response. Has followed this up with a second email asking for someone to confirm that the email account is monitored.

Item 15 - Dementia Awareness training - it was felt this would not be appropriate for the GPs to engage with but would be useful for non-clinical staff and PPG members. To ask if this can be delivered on the next education afternoon – would be September PLT. Trish to chase up.

4) CCG Merger Consultation

Stephen recently represented the group at a consultation event about the amalgamations planned within the area CCGs. Lots of information out there “for consultation” but seemingly, all a done deal and more about communicating the changes. Stephen reports that the six CCGs representing Nottingham City and Mid Notts are joining up as three Integrated Care Providers. As the highest patient population following the merger will be in Nottingham City, concerns were raised about losing a local focus and instead that monies will be carved up in Nottingham City’s favour and we will become the poor relation. Feels like this is a step back to the organisational structure of Primary Care Trusts and Strategic Health Authorities.

Primary Care Networks (PCNs) have been set in place since 1st July. For us, this represents the five local practices (formerly known as the Ashfield North Locality), now working together as a PCN. We have been working closely for some time as a Locality, but the PCN arrangement is more formal and has a higher level of responsibility, such as managing devolved budgets to provide, develop and improve our services to patients across the network.

The group discussed the media story today about the NHS going in to contract with Amazon to “ask Alexa” for health care advice. Concerns raised about the safety of patient data but reassurances that Amazon are saying YOUR voice recording in Alexa is YOURS and you can programme in auto delete for any information on Alexa yourself. What information there is, is encrypted between you and the server so this remains secure. There has been a suggestion that Amazon might use cluster data to their own ends but then this could also be to the benefit of local health care in delivering health care to meet locally specific needs. For next meeting agenda for further discussion.

5. NAPP Bulletin

The National Association of Patient Participation (NAPP) send out an electronic newsletter monthly. Forwarded to all members on email. Not shared in paper format as most of the content directs readers to access web based pages. Val had felt the recent edition raised a number of things for discussion – in her absence today, agreed to bring to the next meeting when a further bulletin will also be available.

6) Practice Update

i) Dr Aldread - severely lacerated his hand recently which required surgical intervention and means several weeks out of clinical practice. Been a hairy couple of weeks trying to find some GP support, but have now managed to secure some locum sessions going forward. We are hoping that Dr Aldread might be able to provide some administration support in practice over the coming weeks, such as educational supervision of GP Registrars, audit etc. releasing time for other partners to see patients.

Dr Owain Miles has agreed to return to the practice one day per week to cover Dr Pountney’s absence for his PCN Clinical Director role and he will also be providing some locum sessions for Dr Aldread.

ii) GP Registrar intake in August - good fortune following Dr Aldreads accident, that two of our current GPRs are staying on for August and another two are returning to us, so will need minimal induction to the practice and will be seeing patients almost as soon as they join us. We are also expecting a new F2 in August.

iii) NHS App – access to the NHS App has been available to Woodlands patients since 1st July. Advertised extensively in practice and on the website. The App offers similar services as our own SystemOnline does, but easier to sign up to rather than the complex application process and ID verification in practice. The App is available to access on smart phones and tablets. Further services and developments are planned for the App.

iv) Urgent appointments - once the daily capacity for appointments has been reached, patients are offered a medically urgent appointment if they feel their problem cannot wait until the next routine slot. These are appointments that exceed the daily recommended number of patients that the doctors should see. Sadly, it is felt that some patients are abusing this system – ringing just after 12 for an afternoon appointment, where they are given a time to attend and are often waiting less time to be seen than those patients who are using the appointment system as intended. The figures have been audited and some patients identified who attend these appointments regularly and repeatedly. Their notes will be flagged going forward so that they can be educated in using the appointment system more appropriately. The practice are currently piloting a “triage service” for requests for the urgent appointments – whereby patients are told the GPs will prioritise these appointments and they must be prepared to wait – for example, breathing difficulties will obviously be prioritised higher than an ear infection and the ear infection may be waiting a while to be seen as a result of this process.

7) Future meeting dates

Wednesday 11th September and 13th November.

Apologies registered from Sylvia for September and David for November

8. AOB

Leaving the group - with a heavy heart, Fiona reported this would be the last meeting she would be attending. She acknowledged her attendance had been hit and miss over the last year whilst she has been studying to become a qualified counsellor. She is also currently volunteering for CRUSE – getting a great deal of enjoyment from this and it is utilising her skills, but does take up a lot of her time. Fiona is a “doer” and regrettably feels she is not “doing” for the group. Offered for her to remain on the distribution list for minutes and she would be happy with this and happy to feedback/comment. Fiona was advised that she would be very welcome to attend any meetings again if the opportunity arose. Grateful thanks extended to Fiona for her input over the years.

Next meeting : Wednesday 11th September 2019 5.30 to 7pm