

Kings Lane Medical Practice

Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 17th September 2015 – 3pm (Higher Bebington Health Centre)

Attendees: Suzanne Broster (SB), Robbie Howard (RH), Helen Rae (HR), Cynthia Draper (CD), Glenys Jones (GJ), Bob Capper (RC)

Apologies: Tracey Hardcastle (TH), Anne Preston (AP),

Circulation: All PPG Members, Virtual Members & Robbie Howard Practice Manager

SB gave apologies from Tracey Hardcastle and Anne Preston

Wirral Patient Voice Group

CD attended the meeting on the 18/8; approximately 22 practices out of 57 were represented at the meeting. CD stated nothing much of value came out of the meeting and she expressed her disappointment that the visiting speakers had their slots cut short due to one person at the meeting monopolising the floor. CD did say that she made a comment with regards to this to the Patient Champion after the meeting.

One thing that was in agreement at the meeting was all attending did not think that a meeting once a quarter was enough.

SB stated that she had been in touch with Sarah Lynch and was trying to get Jon Develin to come to talk to us.

Next meeting is on 13th October HD and CD will attend.

Minutes of previous meeting

Minutes from previous PPG meeting were discussed and agreed.

Federation Meeting

RH gave an update of where the federation were up to and why it had been set up in the beginning. The federation had formed as a commissioned group with other practices and hopefully bid for new tenders that may arise.

GJ had attended the first federation meeting and stated that it seemed that there was some resistance from Jon Develin Chief Commissioners of GGC to visit and speak with PPG's.

There is still uncertainty of the format of the Federation and how it will be run.

Patient Care Quality Service (PCQS)

This new service was discussed in detail, the CCG want practices to sign up to this new service those who do sign up with receive an upfront lump sum to help provide these services. However those who do not sign up look like they will benefit from and suggestions from practices who actually do the work.

Areas that need to be discussed / addressed

- Elective Admissions
- Non Elective Admissions
- Medication Management

The CCG want practices with input from the PPG members to come up with working suggestions on how to best manage these areas.

Suggestions/Ideas

Dr Kershaw has suggested that we look into FALLS prevention as this could help with the reduction of Non elective admissions.

RC – asked how GP's / clinical staff deal with the issue of overweight / obese patients as this area can also deal with further illnesses, for example diabetes.

SB said she would send an e-mail to the PPG members and virtual members with examples of each area and ask for suggestions/comments on how to handle these areas.

Medications

Medication was discussed – RH gave a personal example of over prescribing, he said that he recently had ear pain and went to the walk in centre where a nurse practitioner prescribed anti-biotics, a few days later he had to make a GP appointment as his pain was no better and the GP prescribed stronger anti-biotics.

- 1 – Walk in centre apt
- 2 – Prescription
- 3 – GP appointment
- 4 – Second prescription

Question – do nurses under prescribe?

HR stated that maybe look at repeat prescriptions not required, Chemists should be involved to help monitor unwanted repeats. HR said that it may be possible to put a message to the Chemists via our EPS (Electronic Prescription Service) service.

RH to look in to the PCQS, we are unsure of how many practices have signed up as yet as the CCG have not indicated this figure as yet.

CD asked where is all the money coming from RH stated that some of the local enhanced services that practices had been doing and being paid for would no longer be paid for, but practices would still be expected to perform them. For example PSA testing, extended hours.

AOB

RH stated that Dr Kershaw was looking into options with regards to employing a nurse practitioner on the 20 hour a week basis to help with simple triage items to relieve the GP's; however this is still under discussion.

DNA – Did not attend

RH explained that there was a DNA policy but it needed updating. SB said that there had been 83 DNA's in July and 78 in August and this information was now on show in the waiting room.

Those present though it would be a good idea to have information on a board available for patients to see:

- Number of DNA's in month
- Percentage per week / month
- Cost to the practice
- Age range

It was discussed and the PPG think it should be in the GP/Clinicians remit to follow up on DNA's in their session that day. To find out reason and explain wasted appointment.

RC asked if it is possible to charge for not attending an appointment. Discussed this would be hard to enforce as sometimes reasons are valid.

It was discussed that the website should be updated with a new DNA policy making it clear anyone who continually DNA's could possibly be taken off the list or charged? RH to review this and advise further.

Virtual Members

HR, CD, GJ – will run questionnaire on 23rd October 2015 at 10.30. SB to come up with questionnaire.

Date for Next Meeting

Next PPG meeting is Thursday 5th November 3pm