



Mickleover Medical Centre Patient Participation Group
Brief notes of meeting held on Thursday 10th January 2019.

Present

Phil Coultas, Sue Walker, Colin Scrivener, Marcus James, Liz James, Norah Wickerson, Beryle Pooley, Saraiya Lindsay

Apologies

Janet Van Craeynest, Emma Wall

1. **New member** Norah Wickerson was welcomed to the group.

2. **Notes of meeting** 8.11.18. No alterations.

3. **Matters Arising.**

- Missed Appointments or DNAs ("Did Not Attends").
 151 appointments were missed last month (December), a 3.5% increase on November.
 The practice is looking into ways to address this issue. Unfortunately there is little data on how many patients are represented in this figure or reasons for missing the appointment. But the majority of appointments were Practice Nurse, routine appointments.
 Comment from the Practice: See above 151 appointments in Dec, 127 in November – reasons would not be time conducive from a practice perspective, we cannot call every missed appointment, however we do text them.
 One idea being considered is an additional text reminder 2-3 days before the appointment.

The group suggested asking other Practices how they are addressing the issue of DNAs. Comment from the Practice: We are already far better for managing than the local Primary Care Plus group of 16 Practices and we are in constant contact with our local colleagues

A small number of missed appointments could be down to administrative errors. This should be considered. Comment from the Practice: Very rare when it is our end, we will always rearrange the appointment or attempt to accommodate the patient. Some of the PPG group are keen to advocate a non-punitive approach to tackling the issue. Comment from the Practice: There are no punitive approaches, save extreme frequent missed appointment patients who get a letter explaining the fact that other patients miss out on the appointment.

- The new website should be live in the next 2 weeks
- The Practice is interested in following up on the research ideas Apostolos spoke of at the last meeting. ACTION: AF/MRJ



4. **Practice update** from Saraiya, including the following:

- The website launch is waiting on permission and rights being transferred from the old website provider to the new one.
- The waiting area screen content has been changed.
- Patient numbers have reduced since April 2018 from 11,400 to 11,250. There has been a suggestion that this is because of patient dissatisfaction with the proportion of locum doctors at the Practice. Some of the locum increase has been driven by long-term sickness in one of the Partners. This is not the case from some of the respondents to friends and family tests
- Dr Keeling may attend PPG meetings periodically.

5. **Hospital “Black Alert”**

The Royal Derby Hospital is no longer using the term “black alert” to indicate the highest level of pressure on its services. The highest level is now called Level 4.

Hospital pressures have knock-on effects for the Practice through its involvement in the 16-Practice “Hub” which is run by “Primary Care Plus”.

The Hub triages requests for home visits to address urgent/acute issues. The aim is to avert acute hospital admissions. The participating Practices provide doctors for the rota to cover these visits. Other, less urgent home visits are still covered by the on-call doctor at each individual Practice.

The Hub also co-ordinates the running of “extended access” which aims to share excess capacity around the Hub. This means that our patients have access to 21 appointments per week at the Park Farm Practice. These will be offered to patients needing an appointment when there is no capacity in Mickleover. Patients need to give their consent for the sharing of information between the Practices to allow their records to be viewed.

6. **Place**

This is in flux. Training is continuing and the CCG is still keen to consult and involve PPGs

7. **Potential Activities**

We discussed: System One access. Patients need to sign up for this at either Standard or Enhanced level. It allows online access to book/cancel appointments, request repeat prescriptions and view certain parts of your notes/records. The surgery is suggesting sign-up to all new patients as they register. Existing patients need to be made aware. This is being done via the screen.

We agreed: PPG members will arrange to spend time in the waiting area, talking to patients about the benefits of signing up. **Plan to be drawn up. ACTION: MRJ/SL/EW**

We discussed: putting DNA data on the screen including trends. This was already being done by the Practice and with notices.



We discussed: contact with patients around DNAs including asking the reasons and explaining the implications. An early call could be made after the first DNA which might deter further missing of appointments. Who could do this?

We discussed: the Derbyshire “Well-being” initiative which encourages patients to manage their health. Pharmacy First is an important part of this.

We discussed: coffee mornings at the Practice to address social isolation in the area. Time for this and space to hold them are issues. Members of the group suggested the Practice could look into combining with other Practices and holding them in community centres or even pubs.

We discussed: The national initiative to tackle borderline type 2 diabetes. What is our Practice doing?

We discussed: the idea of having weighing scales in the waiting area to encourage patients to discuss weight with the clinician they are seeing. This has been tried in other Practices.

8. NAPP

Marcus will forward NAPP e-bulletins now that administrative glitches have been resolved. PPG Members are urged to take a look at these to help spark ideas for initiatives locally.

9. PPG regional forum

Karen Richie formerly of Healthwatch Derbyshire is about to join the CCG in a new role to lead on Patient Engagement. She is keen to develop systems for communicating with PPGs and eliciting their views.

10. Any other business

We discussed: when we spend time in the waiting area talking about System One, we could also try to collect other feedback on how the Practice is doing.

The new pharmacist at Boots in Mickleover is interested in joining the PPG. **ACTION: MRJ**

Nikki is running the London Marathon in April for charity. She is keen to involve patients by having a treadmill in the waiting area and a quiz. Saraiya will circulate dates for a suggested Patients vs Staff Quiz event.

Information: The Surgery will be closed on 30-1-19 for protected training time.

11. Date of next meeting: 7th March 2019 at 18.00.

This was decided after discussion and acknowledgement that earlier times exclude many people, particularly younger people of working age, who we actively want to involve.



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