

Minutes of the Mickleover Medical Centre – Patient Participation Group (PPG) meeting Thursday 8th September 2016 at 6.30 pm.

Minutes:

1. Apologies for absence:
 - a. John Trevail
 - b. George Wallbanks
 - c. Lynda Wallbanks
2. Minutes – minutes of the previous meeting - As Robert Towle was unable to attend the previous meeting Eddie van den Bron had drafted some notes which he agreed to send to Robert Towle for circulation to the PPG. **Action Eddie van den Bron.**
3. Matters Arising – As there were no minutes available from the previous meeting there were no matters arising.
4. National Association for Patient Participation – raised by John Trevail – John Trevail had provided a copy of the NAPP report which was passed to Eddie van den Bron for his review and ultimate circulation to the PPG. **Action Eddie van den Bron.**
5. Jargon Buster – raised by John Trevail – John Trevail was not available for the meeting but the issue was thought to be regarding the medical terms used in patients records which were not easily understandable. The Practice agreed to look into this. **Action Tove Lindgren.**
6. Action Plan – raised by John Trevail – This had been suggested by John Trevail as a basis for tracking and progressing PPG actions. Further discussion at the next meeting was suggested.

7. Message in a Bottle (Lions) – raised by Tony Williams – Tony Williams advise the meeting about an initiative by the Lions International. This consisted of a small canister which contained the medical conditions and medication of the patient which could be stored in the fridge of the patient in case of a medical emergency where the patient was unable to tell the emergency services. Two stickers were provided which would be placed in the patient's front door and the other on the patient's fridge so that the emergency services knew they could access information. The meeting thought this was an excellent idea for vulnerable patients and it was agreed that the canisters would be handed out to vulnerable patients by the Practice nurses during routine visits to the surgery. Tony and Judith Williams agreed to be the liaison between the Lions and the Practice for more of the canisters. **Action Practice nurses and Tony/Judith Willaims.**

8. Practice update – Tove Lindgren/Sarah Cox/Dr Keeling

- a. The surgery was looking to appoint a full time Pharmacist to conduct medication reviews, repeat prescriptions and general medication advice.
- b. Dr Redlaff had reduced his working hours to $\frac{3}{4}$ time.
- c. The Practice was looking to recruit another fulltime Doctor but this was proving difficult despite the Practice offering incentives.
- d. The new telephone system for appointments whereby patients were placed in a queue had been a failure with many complaints from patients some of which had been

very abusive. As a result the telephone queuing system had been abandoned.

- e. The Practice now had three triage nurses. As a result of the telephone system not working for the Practice it had been decided that same day appointments would not be allowed without going through the triage nurse first. To ease patient's frustration in getting through on the telephone and not then being able to get a same day appointment the triage line would be open all day rather than the two hours in the morning as was previously the case.

- 9. List of members and attendees – raised by Phil Coultas – Phil Coultas had provided a list of PPG members and their attendance at meetings. It was agreed that those PPG members who had missed a significant number of meetings would be approached to see if they were still interested in attending PPG meetings. **Action Eddie van den Bron**

- 10. Warfarin testing at surgery – raised by Robert Towle – Robert Towle explained that he had been approached by a patient who asked why Warfarin testing was not available at the surgery. Dr Keeling explained that the Practice did not have the equipment to conduct the tests and it needs a Doctor to interpret the results. A nurse is not qualified in this respect. Also the patient has to be contacted on the day of the test with the results so that any adjustment to medication can be made. In short the Practice did not have the resources for Warfarin testing to be carried.

- 11. Feedback online and webpage availability – raised by Liz James – Liz James had been informed that the feedback online

webpage was apparently not working. Tove Lindgren agreed to look into the problem. **Action Tove Lindgren.**

12. AOB

- a. A Macmillan coffee morning was planned to coincide with a scheduled “Coffee & Chat” session in the surgery waiting room the date of which is the 28th October.
- b. Tove Lindgren advised that a number of Patients had expressed an interest in joining the PPG, some of which were younger persons. It was agreed that Tove Lindgren would review the list and submit to the PPG a number of names who could be approached to join the PPG. **Action Tove Lindgren**
- c. Eddie van den Bron reminded PPG members that the position of Deputy Chair remained vacant and needed to be filled.
- d. Date of next meeting – The date of the next meeting is the 2nd November.

Robert Towle

22nd September 2016