

**Queenhill Medical Practice**

**Patient Participation Group**

**Minutes of the Meeting held on Tuesday, 31 July 2018**

***Present***:

Janet Jalfon (Chair), Brian Barnes, Barbara Courtenay, Barbara Fox, Richard Jones, Philip Pinnell, Lynne Poole (Practice Manager), Malcolm Saunders, Ernest Sweeney, Claire Turner (Practice Medical Administrative)

***Apologies for Absence:***

Pam Topley

***Minutes of the last Meeting:***

Minutes of the last meeting had been circulated and there were no matters arising.

***Treasurer:***

At the time of the beginning of this Meeting, the Treasurer’s position was vacant. The Group welcomed and accepted Malcolm S’s offer to serve as the Treasurer to QMP PPG.

***DNAs (April 2018 – June 2018 inclusive):***

Claire T reported on the number of missed appointments as follows:

|  |  |
| --- | --- |
| With: GP | 186 |
|  Nurse |  63 |
|  Healthcare Assistant |  67 |
|  **Total** | **316** |

Lynne P explained that DNAs are currently recorded by an automatic system and a Patient who arrives more than 10 minutes late for an appointment is also automatically logged as a DNA. The system alerts staff regarding repeat offenders and produces a monthly analysis.

The Practice and the PPG have been monitoring DNAs for some time and Richard J asked about observed patterns. Lynne P reported that there were expected patterns, eg the largest category of Patients who had booked appointments showed the largest number of DNAs.

It was agreed that the number of DNAs was unacceptable and discussed how this issue could be addressed. Lynne P explained that, as a public service, QMP is quite restricted in how it deals with DNAs. The text message reminder received by a Patient offers an easy way to cancel an appointment.

The Group agreed that education of repeat offenders regarding the amount of time and money wasted through a DNA is one way forward. It was also agreed that there is little else that could be done as the issue of DNAs is wholly dependent on Patients acting responsibly by attending appointments they’ve made and cancelling appointments that are no longer needed.

Ernest S and Brian B offered to collect DNA figures from other PPGs in Croydon so that a comparison of performance between Practices could be made.

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***PPG Awareness Week (4 – 9 June 2018):***

Following a similar format to that used in previous years, a display was assembled featuring relevant information. The QMP PPG Newsletter June 2018 was included.

Feedback requests did not produce any action points for the Group or the Practice.

Seven Patients added their name and contact details to the Group’s Members’ Circulation list.

The Group agreed that Barbara C would liaise with Janet J regarding Secretary’s expenses incurred to date.

***GDPR (General Data Protection Regulation):***

Lynne P explained that QMP complies with the recent change in the law by using Patients’ personal data only for Direct Care Messaging. This applies when sending appointment reminders, test results, vaccination invitations, etc. However, QMP cannot use a Patient’s personal data to send him/her general information eg QMP Newsletter.

Although QMP and QMP PPG work in close partnership, it was strongly emphasised that they are two separate organisations and any personal data that the QMP holds is kept entirely separate from any personal data held by QMP PPG. Patients’ personal data is not exchanged between the two organisations.

Barbara C reported that QMP PPG, as a small volunteer-run community group, also complies with the new GDPR Law.

Patients who receive information from QMP PPG have freely given their contact details to the Group when attending PPG Meetings, ‘flu Clinics or have used a sign up/consent form that is available on the QMP website.

After studying the recommendations made by the N.A.P.P. (National Association for Patient Participation), the only change that QMP PPG has introduced since 25 May, 2018 is the addition of two paragraphs to every e-mail that is sent to those on its Members’ Circulation List. The first paragraph relates to the separation of personal data held by QMP and that held by QMP PPG and the second explains how a Patient may ‘opt out’ if they choose to no longer receive information from QMP PPG.

QMP PPG’s Data Protection Policy and Data Protection Procedures, signed by the Chair and Secretary of the Group are stored securely along with the paper consent forms showing personal data that has been given by Patients to the QMP PPG.

It was agreed that the Group’s Secretary should act as the custodian of QMP PPG Members’ personal data.

Currently, the QMP website shows more than one style of PPG Membership consent form and the Group decided that it would be helpful to reduce the number to just one style of form.

***Group’s Forward Plan:***

*Provision of equipment.*

Janet J raised the question of the Group’s focus and how it might work to increase the facilities provided at the surgery and asked if any additional equipment was needed.

Lynne P reported that the Practice is adequately equipped by funding from the NHS.

The Group recognised that its main role is to communicate information between QMP and its Patients as a two-way process.

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*‘flu Clinics 2018.*

The Group agreed to support the Practice Staff as usual at ‘flu Clinics, 2018. Lynne P explained that some changes to the vaccination programme will be implemented this autumn. Details including dates, times, etc will be made available in due course.

It was decided not to collect feedback from Patients at these Clinics but to use the opportunity to promote *GP online* services to Patients.

*Health Talks.*

The Group discussed the possibility of inviting speakers to give presentations on health topics at QMP. Malcolm S had asked if it would be possible for someone to describe the most common cancers and the warnings signs associated with them.

Although the take up of places at such events is impossible to predict, the available space at the surgery is the main factor which restricts Meetings of large numbers of Patients. It was suggested that, as an alternative, Patients might benefit from attending Public Meetings in other locations in Croydon. Philip P asked how Patients might find out about such meetings. The Internet was suggested as a useful source of information.

*Health Screening.*

Lynne P commented that it was important that Patients respond to offers of health screening. A number of screening programmes are available however Patients, who have conditions that are already monitored, are not included in some screening programmes.

Patients aged 40 – 74 years are entitled to a free NHS general health check. During an appointment with a healthcare professional details are taken of the Patients’ medical history and lifestyle. Also, measurements are taken of the Patient’s height and weight (BMI), blood pressure and cholesterol levels. The Patient is given a summary of the findings including an estimate of their ‘heart age’ and their risk of a heart attack or a stroke.

Reports show that, nationally, the take up of bowel cancer screening and breast cancer screening is low. These two cancers are considered to be treatable with a high rate of success. The bowel cancer screening programme invites individuals aged 60 – 74 years to take part, a test kit for use at home is supplied, and results give a good indication of the health of the bowel.

Usually health screening programmes target specific age ranges. Lynne P reported that if a Patient requests a particular health check at a time when their age falls outside the suggested age range, it will most likely be refused. However, GPs will authorise a check if the Patient’s medical history indicates that it would be a useful thing to do at that time.

***A.O.B:***

*Review dates on repeat prescriptions.*

Barbara F asked why repeat prescriptions, that had been processed electronically by the local pharmacy, show the ‘next review date’ as a date that has already passed. Both Lynne P and Claire T were unaware of this problem and suggested that this error probably occurs due to an administrative fault in the pharmacy’s system.

Lynne P reported that QMP Patients’ repeat prescriptions often run on a two-month schedule and are regularly reviewed by GPs.

*Additional Facility at QMP.*

During a consultation, Patients are sometimes asked to provide a urine sample while at the Practice and a suggestion was put forward that, in the Patients’ toilet, it would be useful to have a shelf where the Patient could stand the sample bottle while they wash their hands.

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*N.A.P.P. eBulletins:*

Some articles from the most recent e-bulletins relate to the following issues:

* NHS jargon and acronyms.
* booking hospital appointments online.
* for those over 65 years, dementia risk is now included in the NHS Health Check.
* social care support (enabling Patient’s involvement in decision-making).

To access the bulletins, go to [www.napp.org](http://www.napp.org).uk > resources > eBulletins > links for additional information.

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**Date of next Meeting: Tuesday, 30 October 2018 at 6.30pm**

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