

**Queenhill Medical Practice**

**Patient Participation Group**

**Minutes of the Meeting held on Tuesday, 17 April 2018**

***Present***:

Janet Jalfon (Chair), Brian Barnes, Virginia Boulton, Barbara Courtenay, Barbara Fox, Lynne Poole (Practice Manager), Malcolm Saunders, Ernest Sweeney, Claire Turner (Practice Medical Administrative), Nick Wilkins

***Apologies for Absence:***

Vic Draper, Gerald Ellis. Janet Fowlds, Richard Jones

The Meeting opened with a brief reminder that Meetings should close at 8.00 pm. Any items not dealt with in that time are to be carried over to the next Meeting.

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

Minutes of the last meeting had been circulated.

***Matters Arising:***

*CQC Inspection, 9 January 2018:*

Lynne P reported that the final report of the CQC’s (Care Quality Commission) Inspection of QMP that took place on 9 January 2018 had been received. All services had been rated as ‘good’ and the full report is available on the QMP website > Care Quality Commission.

With reference to QMP PPG, the Inspectors’ report states:

**Engagement with patients, the public, staff and external partners**

The practice involved patients, the public, staff and external partners to support high-quality sustainable services.

• Patients’ and staff views and concerns were encouraged, heard and acted on to shape services and culture………………

• There was an active patient participation group.

*Talk. 28 November 2017. Support for Carers:*

Reference copies of the comprehensive Carer’s Information packs are now available at QMP. The packs give guidance and offer support to Carers on a wide range of topics, including legal and financial. Any Patient or Carer that is identified by the Practice is made aware of the Carers Information Packs and the support service offered at the centre in George Street, Croydon.

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***Finance Report:***

At the two most recent QMP PPG Meetings, Janet J, as co-signatory and the only link with the Group’s Nat West Bank account, was tasked with investigating the discrepancy that had been shown in the amount at closure of the Nat West account and the opening balance shown by Barclays Bank.

Janet J explained that the previously recorded short fall seemed to have occurred due to an error made at the time of her request for the closure of the Nat West Account.

Ernest S had gathered and presented details of all transactions through the Nat West Account between 26 June 2014 – 29 September 2017.

Ernest S had become Treasurer for the Group only at the time of opening the Barclays Account and he had not been responsible, in any way, for the error that was shown at the time of moving funds from one bank to another. Unfortunately, Ernest S concluded his presentation by expressing a wish to stand down as the Group’s Treasurer.

Janet J thanked Ernest S for the work he had done.

Barclays Bank statement of Account shows the current balance of the QMP PPG Account as £271.73 and, at the moment, the Group’s only expenses are those incurred by the Group’s Secretary.

Suggestions were called for as how the Group might use its money and the repair of the blood pressure machine was discussed but no decision was made.

Barbara C commented that she, only recently, became aware that QMP can carry out ECGs on site. If symptoms are presented that indicate that an ECG would be useful, the procedure is carried out at the Practice, recordings are immediately transmitted to a specialist for analysis while the Patient waits for the results. The results determine whether the Patient is fit to return home or if action/treatment is recommended.

***DNAs (January 2018 – March 2018 inclusive):***

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

|  |  |
| --- | --- |
| With: |  |
| **GP** | **85** |
| **Nurse** | **47** |
| **Healthcare Assistant** | **39** |
| **Total** | **171** |

The automatic text reminder messaging system seems to work well in reducing DNA numbers. It sends a reminder to the Patient 3 days and 1 day before the appointment time. This service also gives the Patient the opportunity to cancel an appointment. However, this system can only be used where Patients have had a mobile telephone number added to their medical records.

Any Patient who arrives more than 10 minutes late for an appointment will be asked to re-book and is counted as a DNA.

If necessary, a GP may overrun a Patient’s appointment time as completion of a consultation may take longer than the 10 minute period allocated.

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***Changing Information Laws:***

Lynne P gave a lengthy explanation of the General Data Protection Regulation (GDPR), a new law that will supersede the Data Protection Act. It will determine how personal data is processed and kept safe, and the legal rights that you have in relation to your own data. Data breaches could result in fines up to 20 million Euros.

QMP is aware and fully compliant with all current regulations regarding the release of information from Patients’ records and is accountable to its governing body. A leaflet explaining ‘How we use your Health Records’ at QMP is available to collect from the surgery.

The GDPR regulation will apply worldwide to all organisations from 25 May, 2018. Information about the changes can be found on the Internet.

In relation to security, Lynne P explained that CCTV cameras have been installed at the surgery for security purposes and protect all Staff and Patients at the Practice. Observations are monitored by Lynne P, Practice Manager.

***Group’s Forward Plan:***

*QMP Action Plan.*

Lynne P and Claire T had discussed the results of the QUEENHILL MEDICAL PRACTICE SATISFACTION SURVEY 2017 with the Practice Staff with the view to forming an Action Plan. Lynne P thanked Claire T for preparing a summary of the Action Plan. Three areas were identified for consideration: i) utilising the waiting areas, notice boards and information, ii) decoration of the Practice and iii) repair of the LED check-in screen (repair – now completed).

Nick W queried the decision regarding Question 8 of the survey. 90% of those surveyed said they thought that people who DNA should be sanctioned in some way yet the Practice had decided ‘No Action’ was required. Lynne P explained that action is already taken against those who repeatedly DNA and the Group agreed that ‘No Further Action’ would be more appropriate.

Nick W also asked what the Practice is doing to encourage Patients to use online services. Lynne P reported that the Receptionists promote the online services and leaflets (Book, Renew, View) explaining the advantages are available at QMP. Patients can request online access to more personal information than previously including details of medication, prescriptions, allergies and medical conditions. However, information relating to medical conditions is added to medical records using medical read codes and patients cannot view free text of a consultation.

Using a smartphone, Claire T demonstrated the procedure for accessing GP Practice using the only NHS recommended ‘My GP’ App.

Some discussion then followed about the ‘GP at Hand’ App. Lynne P stressed the importance to Patients that they should read the small print before switching to such a service. By registering with ‘GP at Hand’, a Patient is registering with a new practice and is immediately removed from the register of their local practice. A Patient cannot be registered with two GP Practices simultaneously. The Group agreed that using online GP consultations, such as Skype or telephone consultations was limited and potentially a very dangerous thing to do.

*Health Talks.*

The Group discussed inviting visiting speakers. Lynne P suggested that the Group should identify topics that it thought would benefit QMP Patients then she would approach the appropriate specialist. Talks would be held at the surgery and any visiting speaker would give their time free of charge.

Suggestions of topics for consideration should be sent to Lynne P or to the QMP PPG Secretary.

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*PPG Awareness Week (4 – 9 June 2018).* The Group agreed that a table display similar to that assembled in previous years was appropriate. Barbara C agreed to put together a display.

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

*Circulation of information received from other sources than QMP*.

The Group considered the circulation of information that may or may not be of interest to QMP Patients, eg an invitation to ‘engage with NHS Policy Changers’ or to attend ‘NHS England’s Patient and Public Voice (PPV) partners’ national conference’ on a wet day in March. With potentially so much unwanted information arriving in Inboxes and Lynne P commented that, sometimes, the information can be misleading, it was agreed that the Group’s Secretary, Lynne P and Claire T will continue to ‘filter’ information before circulation to Patients.

*GP referrals*.

The recently introduced eRS, an electronic referral service (previously known as ‘Choose and Book’), was discussed. This service allows the Patient to choose the location, time and date of their first outpatient appointment from available Hospitals/Clinics.

The referral booking processes may vary Practice to Practice.

Lynne P explained that the procedures used at QMP ensure that QMP GPs spend all of the Patient’s consultation time dealing with the Patient rather than dealing in part with admin ie booking the referral, during the consultation time.

Once the referral has been agreed, the QMP GP will ask if the Patient has a preference for choice of hospital or would they be happy with the first available appointment. The GP dictates a referral letter and the Practice Secretary types the referral letter which is then sent electronically along with any test investigation, reports etc.

If the service is an Intermediate Service (Pathway), the referral is sent directly to that service. If not, the QMP Secretary searches the eRS system for hospitals offering appointments, clicks on ‘mileage’ and selects 4 choices closest and, therefore, most convenient for the Patient. The Secretary then books the first available appointment at the closest hospital which, for QMP Patients, is most often CUH or Purley War Memorial Hospital. A letter is then sent to the Patient confirming the appointment. If the Patient wishes to change the date, time or location of the appointment, details are included as how to change the appointment.

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

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

* the incidence and likelihood of a stroke.
* dementia sufferers and their care.
* linking GPS with social care reduces repeat visits to GP.

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, 31 July 2018 at 6.30pm**

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