

MINUTES OF THE PPG MEETING HELD ON WEDNESDAY

16 OCTOBER 2019 AT 5.30 PM AT KIDSGROVE MEDICAL CENTRE

Present:- Manoubi Ben L’Amri (Chairman)  
Peter Murdock  
Nigel Bailey  
Pat Oakes  
June Shaikh  
Margaret Murdock  
Barbara Whalley  
Karen Shaw (Practice Manager)  
Carol Tabinor (Minutes)  
Margaret Hurley – Social Prescriber (NN PCN)

Apologies:- No apologies received

The Chairman commenced the meeting by thanking everyone for attending and made reference to Margaret Hurley being in attendance and explained that Margaret would be talking about her new role, as Social Prescriber, within the Newcastle North Primary Care Network.

1	<u>Minutes of Previous Meeting</u> Manoubi asked if everyone had read the minutes of the previous meeting. Peter commented that he had not received his via e-mail. Other PPG members, who do not have e-mail, confirmed that they had not received a hard copy either. Manoubi confirmed that the minutes had been sent out, via e-mail, on two occasions and noted the need for hard copies for those without access to e-mail. However, the previous minutes were confirmed as an accurate record by those who had read them.	<u>Action</u>  MBL
2	<u>Matters Arising from Previous Meeting</u> Flu Clinics – the success of our two recent flu clinics was discussed and the excellent help and support, from	KS/CT

	<p>those involved from the PPG, was acknowledged by Carol Tabinor. June also highlighted that the amount of clinicians administering the vaccines had worked well and enabled the queue to flow smoothly and that patients had all felt that the clinic was far better organised compared to previous years. However, it was noted, during these clinics, that a few patients had commented that they had been unaware of when the flu clinics were taking place. Carol Tabinor highlighted that there had been a relatively short notice period for confirmation of delivery of the vaccines but the usual measures had been taken to publicise these clinics via posters in Kidsgrove town centre, notices on the waiting room Jayex system, reminders on prescription slips etc. It was suggested that a banner might be placed on the boundary railings by the entrance to the surgery. Karen commented that she had done this at her previous surgery. Nigel commented that he had received a text message with the flu clinic details. It was, therefore, agreed that Karen and Carol would look into how to improve the publicity of these clinics for next year.</p>	
3	<p><u>Margaret Hurley – Social Prescriber, NN PCN</u>  Manoubi introduced Margaret to the meeting and invited her to talk about her new role within the PCN. Margaret informed the members that she had commenced her role on 2 September 2019 and that she saw this role as a link for patients who need support with socio-economic issues i.e. loneliness, isolation, benefits issues, finance difficulties, mental health problems. She explained that patients can be referred to her via practice staff. She can then refer on to other organisations, if necessary. She also explained that she is planning to implement the use of the “Patient Activation Measure in Primary Care” which is a set of thirteen questions which are looked at, the responses recorded and then re-visited three months later to monitor patient improvement following the input from this service. It is hoped that patients will be able to self-manage their problems better with a positive input from</p>	PPG Members/ MBL/MH

	<p>appropriate services. Barbara asked if there would be any link with Social Services. Margaret replied that this was not the plan at the moment but that there is a possibility in the future. Margaret also informed the meeting that she works for each practice within the PCN one day per week. Pat Oakes enquired as to the age range of patients who can be referred. Margaret confirmed that anyone over the age of 18 can be referred. Barbara asked if appointments could be booked for patients and Margaret confirmed that they can. Margaret then handed around copies of a leaflet that had been compiled and asked for feedback. Pat suggested adding the age range for referrals and Margaret agreed that this was a good idea. Manoubi suggested that the leaflet be looked at by the members, at their leisure, and any suggestions for amendment be e-mailed to him. It was also suggested that it might be a good idea to place a supply of the leaflets in the chemist. Margaret Murdock enquired as to whether Margaret would be available as a speaker at a local Women's Guild Group. Other local groups were also mentioned with regards to this. Margaret confirmed that she was more than happy to be available to talk to local groups to promote her role and explain the aims of this service.</p>	
4	<p><u>PCN Engagement Event</u>  Manoubi informed the meeting that the recent PCN Engagement Event had been very well attended by different organisations and practice representatives. Free samples were handed out to attendees and food was also provided. Karen confirmed that she had heard positive feedback and added that two of our staff members had been in attendance. Manoubi explained that the second event is to be held on 30 January 2020 at Freeport, Talke 5 – 8 pm and that he would keep everyone updated. Nigel suggested the possibility of inviting Den Siegertsz from Radio Stoke along to help promote the event and the PCN.</p>	MBL
5	<p><u>PPG Facebook Page</u>  Manoubi informed the meeting that he is to attend a</p>	MBL

	<p>training course on 25 October 2019 on how to set up a PPG facebook page. He enquired as to whether the members thought setting up a facebook page was a good idea and the response was that it was a good idea for those who use facebook. Karen added that if this were to be set up she would request that the “comments” facility be switched off to stop any negative comments or publicity. She also added that she felt this should be used for sharing information and highlighted the ongoing negative issues associated with social media. Nigel commented that its main aim should be as an information platform only.</p>	
6	<p><u>Practice News from New Practice Manager</u>  Manoubi introduced Karen to the group and asked if she had any practice news to share. Karen commented that she is new to the post of practice manager and that changes will be seen within the practice in the forthcoming months. She continued by adding that her intention is to upskill all staff and encourage the use of care navigation. She is also hoping to gain up to date e-mail addresses and contact telephone numbers, of patients, to enable better use of the text messaging service. Another aim is to increase the use of electronic prescribing and online access which in turn will cut down on telephone calls coming into the practice. She commented that she had achieved this in her previous role and that it would take approximately six months to streamline the system and get it working more efficiently. Nigel enquired as to the issues with recent drug shortages. Karen replied that the practice had been made aware of these issues recently and that we have been assured that they were nothing to do with Brexit and from time to time shortages in medications do occur. Pat Oakes highlighted the problems with the booking of appointments early in the morning and referred to the previous use of a “numbers system” upon arrival at reception. Karen confirmed that this system should still be in use and that she would look into this to avoid unnecessary chaos. Varying ideas were discussed surrounding the problems with the</p>	KS

	<p>telephone system. Obtaining patient feedback was also felt to be an issue as patients do not always want to complete a written questionnaire. A touchscreen was suggested as a possible means of recording feedback from patients. Karen agreed to contact the telephone supplier to see if any of the issues that had been raised, with regards to the telephone, could be addressed.</p>	
7	<p><u>Coffee Machine</u></p> <p>Manoubi asked, on behalf of Ron, about the possibility of a coffee machine in the waiting room. Karen replied that this was not something that would be considered and that health and safety would be the main issue surrounding this. A water cooler was suggested and Karen again said that this would be a cost to an NHS business that was not necessary. She added that she is more than happy to ensure that a supply of plastic cups are available for anyone who needs a drink of water and that a member of staff would be on hand to fetch some water, if necessary.</p>	KS/Practice Staff
8	<p><u>Any Other Business</u></p> <p>Pat Oakes mentioned that the PPG had previously been informed about Preksha and her role within the practice. Nigel highlighted that the local chemists had been over ordering repeat drugs, which were not necessarily requested by the patient, and claiming the money for dispensing them. Once dispensed they are wasted and cannot be given to someone else. The question was raised as to whether Preksha had managed to make any savings by eliminating this system. Karen replied that she is yet to be given this information.</p> <p><u>Staff Abruptness</u></p> <p>Barbara made reference to Karen's previous comments about changes within the practice and commented that staff can be abrupt and make you feel ill at ease. Karen responded by explaining that, unfortunately, the staff are spoken to in an appalling manner and this does</p>	KS

	<p>affect them. She explained that she has advised staff to not take things personally and to not get upset but inevitably staff do. She added that if staff are rude and are not acting professionally then she must be made aware of this in order to deal with any issues. Margaret Murdock enquired if staff had had customer service training. Karen replied that this was in the pipeline. Peter suggested adding information to the Jayex screen regarding everybody co-operating with each other.</p>	
9	<p><u>Date &amp; Time of Next Meeting</u></p> <p>Wednesday 11 December 2019 at 5.30 pm Kidsgrove Medical Centre</p>	