**GREENGATES MEDICAL GROUP**

**COTTINGHAM MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

**MEETING NOTES 22 January 2019**

**Present:** David Bright (Chair), Sue Clough, David Webster, Julia Marten,

Ann Wordingham, Janice Wayne, Vivien Lorne, Pat Tomlinson. **Staff**: Caroline Maw, Maria Raper, Pat Sands, Dr. Vengala, David Miller

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|  1. | The Chair welcomed everyone to the meeting. |
|  2. | Apologies  | Ros Jump & Mike Harness  |
| 3. | The notes of the previous meeting had been circulated |
| 4. | Matters Arising | 1. Ms Sands advised that the text confirmations and reminders of appointments were working as planned.
2. The Nurse Prescriber will be invited to the next meeting.
3. Extended opening was now available, although in early development. Details can be obtained from the receptionist and various notices are displayed in the surgery and on the website. Members asked if leaflets detailing arrangements could be prepared and displayed on the counter and if the new arrangements could be advertised across other locations in the village?
4. All other matters were included in the agenda.
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| 5. | CQC outcomes  | The practice was awarded 3 goods and 2 areas for improvement. The AFIs tended to be regarding records, systems and communication. For example weak paper trails, incomplete staff records and health and safety requirements. The full report is on the website if members wish to read it. An action plan is already in place regarding AFIs with some already completed. A further visit will take place within the next 12 months. |
| 6. | Staff issues | None  |
| 7. | Chair matters | 1. Nothing raised by CQC about chair’s report.
2. There is some disappointment with the breadth and depth of analysis of the patient questionnaire. For example lack of demographic and comparative analysis. Members agreed to run another patient research exercise in the coming year, possibly a more qualitative exercise such as focus group.
3. Members welcomed partner attendance at the meetings which could advise on strategic direction and policy issues. Dr Vengala advised that partners had both clinical and strategic meetings. Members were keen to understand issues and concerns of the practice and seek ways to support the practice through raising awareness and potential lobbying by the PPG. Ms Maw advised that there were still issues regarding GP recruitment, although the Cottingham surgery had one more GP than the national average. The trend is for GPs to wish to remain locums to avoid the administrative and management burdens falling on permanent staff and partners. The Government is doing little to encourage GPs to become permanent members of practices.
4. Care navigation has not yet been fully implemented, largely due to other more urgent demands, although some elements are taking place informally. The recruitment of a Nurse Prescriber is already showing positive results by releasing doctor appointment times. Ms Sands advised that for the first time in a while there are available appointments within the week.
5. There are still some issues with patient appointment cancellations, but it is difficult to identify a fool proof way of resolving the issue.
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| 8.  | Members’ issues | 1. The practice confirmed that it does offer wax removal treatment, although not formally required to do so.
2. Staff and members think there is some value in trying to set up prevention group activities. For example to provide insight and advise on diabetes prevention and care. There is a willingness to give professional time but lack of funding through the NHS allocations and additional costs are prohibiting this activity. Members asked if the social prescribing group might do this but were advised that there is overwhelming demands on its time. Members to consider possibilities and to discuss further at next meeting.
3. Members will prepare a general leaflet about the PPG and other matters for distribution. The chair will coordinate its production with members input.
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| 9. | Role of the Practice Pharmacist | David was welcomed by the group and gave a brief biography and explained his role. David joined the practice in May and is largely engaged in dealing with clinical enquiries from Doctors, patients and community groups. These are daily occurrences and often ad hoc. His time is also taken with checking medications of patients on leaving hospital to ensure accurate items are prescribed and check-up requirements in place. This can be quite complex and takes up a large part of his day. He does undertake patient reviews to ensure medication is being taken correctly and is doing its job. He has a particular involvement with diabetes, in conjunction with Maria, working to get glucose levels down. Any changes proposed are checked by GPs. He is currently undertaking further training and will be starting a prescribing course in September. Members asked about routine reviews of medication and recommendations for tests. Staff advised that this would not be possible for all patients due to availability and potential demand. However, Dr Vengala clarified that GPs often undertook these reviews as part of the appointment consultation although it might not be obvious to the patient. It is therefore important that the patient is proactive in raising concerns over medication. |
| 10. | AOB  | 1. Ann raised concerns about patients waiting outside for appointments. Ms Sands advised that alleviation of pressures on appointment availability should help but clarified that no one is expected to wait outside.
2. The chair asked for a representative to attend the PPG Steering Group meetings on behalf of the group and report back. Ms Wordingham agreed to do this.
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| 11. | DONM | Chair to circulate members and determine a date in early April of after Easter. |

**Actions**

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| **Who** | **When**  | **Action** |
|  | DONM | Nurse Prescriber invited to the next meeting |
| Caroline Maw | Asap | leaflets detailing arrangements re extended hours displayed on the counter |
| Members | Asap | new arrangements for extended hours to be advertised across other locations in the village |
| Chair | 2019 | Members to run another patient research exercise possibly a more qualitative exercise such as focus group. |
| Pat Sands | DONM | Update on implementation of Care navigation |
| Members | DONM | Members to consider possibilities of preventative group meetings |
| Chair coordinate | DONM | Members will prepare a general leaflet about the PPG |