

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 30th January 2020 at the Surgery 1:00pm

Present:

PPG: Dave Zanker (DZ) (Chair) Mandy Coley (MC) Carol Lincoln (CL)
Mick Reeves (MRe) Mina Rodgers (MRo) Jackie Spencer (JS)

Practice: Dr Ahmad Diane Alonzo (DA) Dr Anwar Debbie Bradley (DB)
Dr Charadva Dr Chotai (NC) Riz Ismael (RI) Dr Jordan
Chelsea Mckay Chibs Mfula Shana Summerfield Dr Traynor (JWT)

Apologies for Absence: Donna Edwards

Action

1	<p>Minutes of the last meeting</p> <p>The minutes of the meeting held 26th November 2019 were signed as a true record.</p>	
2	<p>PPG Survey</p> <p>Mick reported that the current survey started on 13th January 2020 and as at 26th January 87 survey forms had been received and 426 surveys completed online. Whilst this was the greatest number of responses received in the last 6 years, it only represented 3.7% of the patient population. The survey closes on 31st January so it is anticipated that the final number of responses will be a little higher.</p> <p>We have found that 'surveymonkey', the product used for the online survey, will only allow us to analyse 100 responses for free. To analyse more than 100 responses will require a one off payment of £99, this will allow us to analyse our data for one month. Dr Chotai agreed to the payment.</p> <p>Mick stated that it was planned to carry out 2 more surveys this year, which if the responses exceeded 100 would both need a £99 payment to allow us to carry out the analysis. Dr Chotai questioned whether we needed to carry out 2 more surveys as there were already 2 surveys carried out by other areas within the NHS. After discussion, it was agreed that Mick would discuss with Diane the content of the other surveys to ensure that there was no overlap in the questions we were putting to the patients and then review how many more surveys would be carried out this year by the PPG.</p>	MRe/ DA
3	<p>Practice Plans for the next 6 months</p> <p>Establish the Physician Associate (PA) post in the practice</p> <p>Chibs Mfula joined the practice as a Physician Associate in November last year as a PA. The PA role has not been established long within the NHS and is not fully defined. So whilst there is a general understanding of what the role involves, the practice will be working with Chibs to define her role at the Glenfield surgery.</p> <p>PCN further development of services</p> <p>The Blaby Primary Care Network (PCN) meets on a monthly basis and further effort will be expended in the coming months to develop the services. A number of GPs have expressed concern about the amount of extra work that is required to establish the PCN and the NHS is reviewing the situation.</p>	

	<p>Progress Dementia Identification in the practice</p> <p>The practice is increasingly carrying out memory analysis with a view to gaining more knowledge of the potential impact of Dementia on our patient population.</p> <p>Health Checks</p> <p>It is planned to carry out more Health Checks on patients in the 40 – 70 age group. Dave asked why it was not planned the cover patients aged 70+. The maximum benefit was seen to be attributed to the age group up to 70. Patients over that age were not excluded as they can request a health check.</p> <p>Mick asked about Engage Consult progress. Diane was hopeful that the system would be in use within the next few weeks, initially by the reception team.</p>	DA
4	<p>Practice Staff Changes</p> <p>None</p>	
5	<p>PPG Recruitment/Awareness</p> <p>Dave had spoken to a potential new recruit for the PPG and left him contact details. As yet no contact had been made by the patient. Riz confirmed that the leaflet about the PPG was available to patients on the reception desk.</p> <p>Jackie provided a list she had produced of local organisations that were prepared to display information from us, notice boards around the village we could use, publications that would print relevant articles and two websites in addition to the practice website. Jackie was thanked for the information she had provided.</p> <p>Some thought will be given to how best we use this information to raise the awareness of the PPG.</p>	MRe/ JS/DZ
6	<p>Matters arising from Practice weekly meeting</p> <p>None</p>	
7	<p>Matters arising from last meeting</p> <p>The 'you are number x in the queue' is now available on the telephone system if patient can't get through immediately.</p> <p>Both Carol and Dave have had articles published in the Groby Spotlight and Glenfield Gazette respectively.</p> <p>Building works – with the exception of the reconnection of the CCTV equipment all building work has now been completed. Contractors are due on 31st January to look at the CCTV problem.</p>	
8	<p>HLH Charity</p> <p>The Xmas hamper raised approximately £240 for the HLH charity.</p> <p>Future events will probably include a Bike-a-Thon and Easter hamper.</p> <p>Diane and Mina agreed to look at organising a second hand book stall.</p>	RI DA/ MRo

9	Any other Business
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Dr Chotai made the meeting aware that 'on the day demand' is growing and that on some days is becoming unmanageable. The practice are starting to look at ways to alleviate this problem and it may be that the reception staff will be required to ask more questions when patients request an 'on the day appointment' to ensure the need is essential and then to do the correct signposting.

There are instances of patients requesting appointments for diagnosis and treatment that should clearly be resolved by dentists and opticians.

Obviously more questioning by reception is a sensitive subject with some patients and needs to be handled with tact and diplomacy and there are also some educational requirements about which conditions should come to the GP and which shouldn't.

The PPG will provide resource into this if required.

10	Date of next meeting
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Next meeting will be held on Tuesday 25th February 2020 at 1pm. The meeting closed at 1:40pm.

Minutes approved:

Chairman

Date

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