



# Minutes

# Boultham Park Medical Practice Patient Participation Group

Wednesday 7<sup>th</sup> September 2011

**Present:**

<b>Martyn Dilley (Chair)</b>	<b>Patricia Wingad</b>
<b>Efe Oteri (GP)</b>	<b>Sue Drakes</b>
<b>Ray Didcock (Secretary)</b>	<b>Mike Martin</b>
<b>Aimee Holland</b>	<b>John Kirman</b>
<b>Mandy Sowerby</b>	<b>Jo Casey</b>
<b>Beryl Butcher</b>	

**Apologies:**

<b>Tony Gadd</b>	<b>Margaret Nicholson</b>
<b>Joyce Dowman</b>	<b>Shirley White</b>
<b>Janet Mayse</b>	<b>Zena Marshall</b>
<b>Sue Batt</b>	

Agenda Items	Action & Owner
<p><b>Pre QPA Visit Critical Review of Premises:</b>  Martyn and Ray welcomed members at reception for an earlier than usual start. With a visit from the Royal College of GPs set for Wednesday 28<sup>th</sup> September, Ray invited members to cast a critical eye during a tour of the premises. This was very helpful and revealed more than a dozen items requiring attention. Regardless of QPA, this does seem to be a useful exercise to repeat during some future meetings. Ray thanked all for their contribution.</p>	<p><b>Ray</b> to action items noted</p>
<p><b>Jose Bruce – Neighbourhood Manager – Lincoln South Team:</b> Martyn introduced Jose having invited her to our meeting to introduce Neighbourhood Working Lincoln South Team and explain it's role. Jose and her team are currently producing an action plan for the Moorland area, this being focused on Health &amp; Wellbeing. In the past, more community events have been arranged but this has been scaled down and replaced by strategic meetings involving amongst others, the police and environmental health, covering a range of items eg. unsocial behaviour. The team are currently working on various protocols. They are available Mon-Fri 10-4pm and comprise Louis (community caretaker), an administrator and health trainer. Martyn raised the question of whether their work conflicted with other agencies. Jose acknowledged the point adding that the team were very much an out-reach post 'umbrella' body designed to bring groups together. They are employed by LCC. Cards were distributed.</p>	
<p><b>Minutes Last Meeting/Matters Arising:</b>  Minutes from the previous meeting were read and agreed.</p> <p>Matters arising:</p>	

<p>Ray mentioned the need to correct the numbers registered for SMS text messaging having reported at the previous meeting that there were just 30. The correct figure is currently around 300 and the system is working well albeit there was a brief system issue behind the scenes which was identified and corrected. Ray added that he wished to increase this significantly and amendments had been made to the patient registration form to in part address this. Ray confirmed that both bids to the Co-op had been unsuccessful and was disappointed to learn that Woodlands Practice had succeeded where we had not but noted that the application from Birchwood was via the PPG, which no doubt adds weight. The PRG was growing and currently stood at 30, a figure that Ray is keen to increase reaffirming his view that he considered PRG and PPG as quite different but complimentary in their activities and whilst practices were no longer required to have both, he was a keen supporter. Mandy corrected Ray's spelling mistakes .... thanks Mandy!</p> <p>Regarding the website, Aimee &amp; Mandy mentioned that Facebook may be worth consideration but did add that this required staff resource to maintain. Ray and Martyn had considered this and would return to the topic at a future date. Both are keen to see our new website develop further. Martyn mentioned that the blog site set up by a nearby practice had received no hits in the two months since creation. Ray had not as yet received electronic copy of the LINK annual report from Heather Emmerson</p>	<p><b>Aimee</b> to update Carers board and remove out-of-date material</p> <p><b>Ray</b> to send email to Heather (sent 14/9/11)</p>
<p><b>Missed Appointments (DNAs):</b> As part of the practice's efforts to address appointment availability following the departure of Dr Acharya in July, Ray and Martyn have considered the matter of patients not attending appointments (DNA's). Initial evidence obtained from SystmOne suggested a serious problem of around 10% DNA's prompting a more detailed investigation and an article on the subject in the latest Autumn Practice Newsletter. However, the detailed analysis revealed that whilst the figures were accurate, the conclusion that DNAs by patients ran at 10% was not. S1 included other unfilled appointment times but reported these as DNA's, an unfair reflection on our patients. In reality, total DNA's were 4.24% from 3/5 – 31/7 and just 2.58% for GPs alone, well below that reported by a neighbouring practice of similar size. Ray's conclusion was that whilst reassured by this, every effort should be made to increase access and policy should be more firmly applied to the minority of patients who misuse the system. Indeed, 2 patients had failed to attend 9 and 10 appointments respectively. A document containing more detail on the subject was presented to those present. It was also reported that improvements to the procedure of booking follow-on appointments had been introduced. A comment was made as regards under 5yrs DNA's, 31.6% of those missing 3 or more appointments were under 5 years old.</p>	<p><b>Ray</b> to discuss policy with partners and agree firmer approach including an insistence on text messaging in some cases</p> <p><b>Ray</b> to contact 2 patients mentioned</p> <p><b>Ray</b> to contact neighbouring practice re. under 5yrs DNA's</p>
<p><b>Search for Frank!</b> Aimee explained who Frank is, the aim being to establish a carer champion in each surgery. Martyn asked for a volunteer without success but hoped that someone would consider and come forward. It was also suggested that the flu clinics be targeted to identify carers and possibly recruit a champion. Volunteers to help with this process were needed. Mike may be able to assist.</p>	<p><b>All</b> to consider volunteering for this important role <b>Aimee</b> to provide Martyn with more detail on what the champion does and this will be issued with minutes and available at flu clinics.</p>

<p><b>Moorland Community Fund:</b> Martyn confirmed that he had received no response to his email with suggestions and the deadline was imminent. In the absence of any offers, we would not proceed with bid on this occasion.</p>	
<p><b>Optimus Feedback:</b> Martyn again encouraged more members to attend these meeting which are held quarterly at Rushton Sports Club on Newark Road. We can appear poorly supported which is not truly reflective of our progress. Mandy and others were unaware as to which members could attend and Martyn confirmed all members. At the most recent meeting, each group gave feedback and Woodland PPG confirmed that their Co-op bid had been successful!</p>	<p><b>All</b> to consider attending future Optimus PPG meetings</p>
<p><b>AOB:</b> Mike mentioned that it was Suicide Awareness week and requested opportunity to invite speaker to future meeting. Martyn suggested the Optimus meeting via Elaine Lovell. Leaflets and a poster were placed in reception.</p>	<p><b>Mike</b> to email Safetalk link to Ray and Elaine Lovell with offer of guest speaker.</p>
<p><b>Date of next meetings:</b> <b>Optimus:</b> Thursday, 1<sup>st</sup> December 2011 <b>PPG:</b> Wednesday 2<sup>nd</sup> November 2011</p>	

