

Patient Participation Group (PPG) Minutes

Date: 5th of March, 2019

Time: 6pm

Venue: Birchwood Surgery: Staff Room

Attendees:

Hannah Phillips – PPG Secretary
 Dr Setty – GP representative
 Jay Chandarana – PPG Chair
 Alison Cotterill – PPG Vice Chair
 Brian Marshall – PPG Member
 Paul Valente – PPG Member
 Sheila Steele – PPG Member
 Keith Adams – PPG Member
 Ann Morris – PPG Member
 Diane Badstevener – PPG Member

Apologies:

Zoe Smith – Practice Manager
 Louise Briggs – Deputy Practice Manager

Item No:	Topic	Action:
1	<p><u>Welcome & Introduction</u></p> <ul style="list-style-type: none"> - Hannah led this meeting as Zoe had to deal with another important matter. We thank you all for your understanding. - We would like to say welcome to our new members, Diane and Ann. 	
2	<p><u>Locality Meeting Update</u></p> <p>12th of February 2019</p> <p>Key Topics: Campaign awareness – Cancel Out Cancer, Diabetes Prevention Week & Mental Health</p> <ul style="list-style-type: none"> - Cancel Out Cancer <p>Cancel Out Cancer is a pilot education campaign, which has been developed with patient members and supported by Cancer Research UK.</p> <p>The three main campaign areas are:</p> <ol style="list-style-type: none"> 1. Promote cancer prevention to reduce the risk and likelihood of cancer 2. Raise awareness of the cancer screening programme, so that cancer can be detected earlier and more effectively treated 3. And to ensure the public are aware of key warning signs and symptoms and what to do as a result 	

	<p>There are talks about an educational talk being held at the Letchworth Centre For Healthy Living on either a Monday or Wednesday in March. Once we are aware of a date and time, Birchwood Surgery would be happy to advertise it to our patients.</p> <p>- Diabetes Prevention Week</p> <p>Diabetes Prevention Week 2019 is taking place from Monday the 1st of April until Sunday the 7th of April. Alison and Jay have a particular interest in diabetes so are happy to take more of a lead in this project.</p> <p>David Robison, from Diabetes UK, has said that he is happy to do a talk on Diabetes if a venue can be organised. This talk would be on a wide range of topics from prevention of diabetes to how to manage it, and incorporating a healthy diet and lifestyle.</p> <p>Since the meeting, an event has been confirmed. It is a talk titled 'Dealing With Diabetes' and is being held at St Michael's Parish Hall on Broadway. The event is due to run between 7pm – 8:30pm.</p> <p>It has also since been confirmed that a nutritionist will also speak, plus diabetic nurse Marie Nash.</p> <p>If you would like to attend, please register your interest by responding on the link below. The venue can hold a maximum of 100 people so it would be helpful if people could RSVP so the hosts know how many people to expect.</p> <p>www.eventbrite.co.uk/e/dealing-with-diabetes-tickets-57182196489?aff=ebdssbdestsearch</p> <p>- PPG Updates</p> <p>There was a low turnout for this meeting but we did see some new faces that had just joined their PPG's and are finding their feet.</p> <p>Some talk about the merger of the surgeries but nothing too detailed.</p> <p>- Updates From Other Practices</p> <p>Nevells Road Surgery have now become a verified 'Park Run' practice. How do we do this? There may be a form to be completed. Portmill, Hitchin and Garden City are also potentially looking into this as well.</p> <p>- Winter Pressure At Lister Hospital</p> <p>A reminder to everyone that Lister Hospital in Stevenage</p>	<p>Jay to let us know when a date and time is set</p> <p>Zoe will advertise to our patients and Sheila will post it on social media platform 'Next Door'</p> <p>Hannah to look into how this can be done</p>
--	--	--

	<p>is experiencing a lot of pressure at the moment. The average wait for each person is currently 51 minutes. Please remember, only go to Lister if you have had a serious accident or are unwell. Also, if you are due to visit someone then please try and make sure you do not have a cough, cold etc that you could spread to other staff.</p>	
<p>3</p>	<p><u>Birchwood Surgery Updates</u></p> <ul style="list-style-type: none"> - <u>Staffing Changes</u> <p>Dr Caroline Ali has announced that she will be resigning in May. We will miss her greatly and wish her the best of luck in the future.</p> <p>We do already have two Doctors interested in working with us. One is on a salaried basis and the other as a partner.</p> <p>We have recently taken on Dr Faaria Beebeejaun as a new salaried GP. Dr Beebeejaun works on a Tuesday.</p> <p>We now also have a new diabetic specialist nurse, Marie Nash. Marie has worked in diabetes for many years and is very highly experience. Marie will be with us on Friday mornings.</p> - <u>Patient List</u> <p>As of the 1st April we will be reopening our books to register new patients. Our patient list has been closed by the Health Authority since August 2017. Newly prospective patients will be able to book an appointment to register with us.</p> - <u>Campaigns</u> <p>Zoe constantly has various campaigns running through MJOG at any given time. The most recent ones being:</p> - <u>Cervical screening</u> <p>There is lots of press around cervical screening at the moment as the take up is at an all-time low. Birchwood Surgery is hitting out target of getting 80% of our eligible patient in for a cervical screening. We have also added slides to the call board and have updated a notice board in the waiting room. There will also be a section in the newsletter about cervical screening as well.</p> 	<p>Hannah to put in newsletter</p> <p>Hannah to put in newsletter</p>

	<ul style="list-style-type: none"> - Extended Access Over the next two months, everyone signed up to SMS messages will get a text reminder about the extended access service and who to contact to find out more information. As well as being in the newsletter for the last 6 months or so, we have also added slides to the call boards in the waiting room. - SMS Consent All patients with a mobile number who have not opted out of the SMS service will receive an SMS reminding them on the service and encouraging them to opt in. This will - Online Sign Up Patients who are not currently using our online services will receive an SMS reminding them of these services and encouraging them to sign up. - Electronic Prescription Service (EPS) Patients who are not signed up to the electronic prescription service will receive a text message encouraging them to sign up. This will also be in the newsletter again as well as being added to the slides on the call board. We also regularly put notes on the bottom of patients repeat prescriptions to remind them of this service. 	<p>Hannah to put in newsletter</p> <p>Hannah to put in newsletter</p> <p>Hannah to put in newsletter</p> <p>Hannah to put in newsletter</p>
<p>4</p>	<p><u>CFF Practice PPG Improvement Plan</u></p> <p>A reminder to everyone that our CFF Practice Improvement plan focuses on getting more people to sign up to Online services, Electronic Prescribing and SMS's and to run a couple of PPG communication days.</p> <ul style="list-style-type: none"> - SMS's As on March the 5th 2019, we have 9,019 of our 13,000 patients signed up to SMS services. This is only 380 below our target of 9399. This had been steadily rising since about November 2018. When we open our books to new patients, we will automatically be opting people in for SMS services so this will help our figures rise. - Online services 	

	<p>As of March the 5th 2019, we have 6,879 of our 13,000 patients signed up to use online services. This is 1,438 below our target of 8,317. We have noticed a decline in the amount of patients signed up to online services. We think this is due to our books being closed and people who are signed up to online services moving out of the area, passing away etc. When we open our books to new patients, we will automatically be opting people in for online services so this will help our figures rise.</p> <p>- Electronic Prescribing Services (EPS)</p> <p>As of March the 5th 2019, we have 7,477 of our 13,000 patients signed up to the Electronic Prescribing Service. This is 1,267 below of our target of 8,744. This has been rapidly rising since October 2018. When we open our books to new patients, we will be heavily encouraging our patients to sign up to this service so this is set to rise even more.</p>	
<p>5</p>	<p><u>Hand Out</u></p> <p>- Please see the attachments for the handout</p>	
<p>6</p>	<p><u>Mental health</u></p> <p>At the last meeting we as a group decided to focus on a particular topic – mental health. We chose this topic as it is a prominent subject in the news at the moment and is something a lot of us had an interest in.</p> <p>We decided we would all gather information for the next meeting and then look at how we can share this information to our patients.</p> <p>Hannah took the lead on this for Birchwood Surgery. Hannah organised her information into 4 main questions:</p> <ol style="list-style-type: none"> 1. What gives our teenagers and young adults mental health issues? 2. What can we (Birchwood Surgery) do to help out patients with their mental health issues? 3. What can our patients do for themselves and their own mental health issues? 4. What can we, as a greater community, do for our teenagers and young adults? <p>Without going in to full details of my answers and the full extent of the research I've done, to summaries my answers were:</p> <ol style="list-style-type: none"> 1. A whole variety of reasons can help to contribute to why a 	

	<p>teenager or young adult has a mental health issues. The most prominent ones being school, work, bullying, health issues and abuse.</p> <ol style="list-style-type: none"> 2. Doctors can listen to our patients and appropriately and accurately assess what immediate help they need. Dependant on the situation, a GP can urgently refer to a mental health team for a same day assessment, refer to an immediate crisis team or even section a patient for their own safety. Alternatively a GP can start a patient on medication or recommend self-referral services or suggest counselling. 3. Before visiting a GP or perhaps between appointments, patients can help themselves by self-referring to the local wellbeing team. This can be done online or via a phone call. Patients can also reach out to local youth guidance services such as 'Youth Connexions". There are also several websites on the internet that offer a whole range of support. This could cover a one to one guidance chat, some informational material or a way to safely and confidentially report an abuser. Some examples of these websites are www.kooth.com or www.talkwellbeing.co.uk. <p>As well as the information I had gathered, Jay and Alison had brought in a couple of resources. Jay brought in a leaflet for a mental health peer support programme in Bedford. Alison had brought in some leaflets for a bereavement support group called "Stand-by-me". Thank you ladies for your contribution.</p> <p>So what did we want to do with all this information we have gathered? Some of our ideas were a display board, a 'hot topic' type section in the newsletter, a display board and a leaflet.</p> <p>Everyone was happy with all these ideas so we decided to go with a 'hot topic' section and a page on our website. These will appear in the next couple of weeks.</p>	<p>Hannah to put in newsletter and Zoe to put a page on the website</p>
<p>7</p>	<p><u>Next topic</u></p> <p>What do we all want to talk about next?</p> <p>The main issues that Birchwood Surgery would like to address at some point are diabetes and dementia.</p> <p>Diabetes as the diagnosis rates are getting higher and higher and we would like to make more information available to our pre-diabetics and diabetic patients.</p> <p>Dementia as we have a large amount of elderly patients and we would like to support them and their families through what can be a difficult and confusing time.</p> <p>Everyone at the meeting felt strongly about both subjects and it definitely was a hard decision!</p> <p>After a lengthy chat we have decided to focus on Diabetes this time, and then will focus on Dementia next time.</p>	

	<p>Everyone will gather some information regarding diabetes and bring it to the next meeting to contribute to the research.</p>	<p>Everyone to research Diabetes</p>
<p>8</p>	<p><u>AOB</u></p> <p><u>Next meeting</u></p> <ul style="list-style-type: none"> - Hannah is on holiday on the 4th of June (when the next meeting is) so will not be to take minutes or participate in the meeting. This prompted a conversation about potentially changing the date of the next meeting so that Hannah can be there. As we're focusing on diabetes and Hannah is the diabetic coordinator, it would be especially helpful to have her there and it was kindly pointed out that if Hannah would be doing the majority of the research she should be able to present her findings to the group. With this taken on board the group proposed to move the meeting to June the 18th instead. This will be checked with Zoe and then confirmed to all group members. <p><u>Facebook</u></p> <ul style="list-style-type: none"> - Zoe and I have been looking at how to make a Facebook group but currently haven't found a way that we could turn off comments. Paul very kindly showed me how to do this so I will feed it back to Zoe and we will look again. <p><u>PPG Testimonials</u></p> <ul style="list-style-type: none"> - In the reception area of the surgery we have a board dedicated to the PPG. On this board there are different quotes from various members. If you haven't already done so, or are new to the group and are interested in writing a couple of sentences about the group please just email them to Hannah and she will put them up on the board. <p><u>Dashboard</u></p> <ul style="list-style-type: none"> - In case anyone didn't know, we do operate a website where patients are able to send messages through to GP's and/or Nurses, reception staff etc about a whole range of non-urgent queries. This is available through our website and through the following link : www.birchwoodsurgery.co.uk/navigator/ask-a-doctor-a-question/ <p><u>Complaints</u></p> <ul style="list-style-type: none"> - There were some questions about the complaint process and how we deal with the complaints we get. Please 	

	<p>look at the attached complaint leaflet to read the way we address any complaints about us.</p> <p>Although we would aim to not receive any complaints we do take them very seriously and always strive for the best possible outcome and to make sure the same thing doesn't happen again.</p> <p><u>Brexit</u></p> <ul style="list-style-type: none">- There has been a lot of fearmongering in the media about what will happen to all of our prescriptions once we leave the EU, pharmacies bulk stocking pharmaceutical drugs because they're going to run out etc. Dr Setty spoke about that this and confirmed this is not true. A lot of this is just talk by the media with no backing and even if it were true, there is always an alternative for a medication and we would always make sure that our patients have the prescriptions they need. Dr Setty gave an example of if you were on holiday in a foreign country and fell ill and were started on a medication there, and when you come home it isn't something we use in the UK, then we would just give you a suitable alternative. This is just the same with the Brexit scenario. There is no need to be worried.	
9	<p><u>Next Meetings</u></p> <p>The next meetings will be held on the following dates:</p> <ul style="list-style-type: none">— Tuesday 5th of March 2019 at 6pm- Tuesday 18th of June 2019 at 6pm (Amended from Tuesday the 4th of June 2019)- Tuesday 3rd of September 2019 at 6pm- Tuesday 3rd of December 2019 at 6pm	