

PPG Meeting Minutes 13.06.19

Attendees: Miriam, Paul, David, Hannah, Peter, Bimal, Gill, Helen, Kumar, Shirley

No apologies received =

Item		Discussion and Outcomes	Action
1	<i>Welcome and Apologies</i>		
2	<i>Matters Arising</i>	<p><u>Cervical cytology</u> – can there be a local campaign for cervical cytology. Suggested to make contact with charity sector. Bimal will speak to Dr Carpenter about the screening programming and the options for the patients group</p> <p><u>Dr Ghandi</u> has found a job closer to home so will not be working in the practice as a salaried GP for 6 sessions as first agreed but as a locum for less sessions.</p> <p><u>Discussion about the GP and movement of staff and introduction of new GPs and partners.</u> BG updated the group that it is a busy time and that he is trying to keep the practice as stable as possible. BG also stated that it will be difficult for patients to be assigned to GPs of their choice. Patient care will not be compromised, and the practice are also looking for other GPs to provide the medical cover. The practice is concerned about the housing development in the area and have applied for more funding but have been turned down Looking to recruit an Advanced Nurse Practitioner (prescribing, other advanced skills which would relieve the GP workload). Helen asked about what can be done to make the role more attractive – workload, 10 minute appointments all make it difficult to attract GPs. Bimal was given best wishes and support for the coming weeks and months.</p>	BG to speak to the practice
3	<i>Issues arising from the group</i>	<p>Blood results and pt could not get them electronically, the receptionist was rather short when pt went back to ask for the results in person. BG – normal results will be with patients in 2 weeks but if they are abnormal the patient will be informed.</p> <p>Village in Shenley - gathering a PT fed back that his medication has been changed without consultation or notification. Patients are unhappy about this. BG will raise it at the Friday doctors meeting</p>	

4	<i>Review of the AGM</i>	AGM speaker_Dr Simon Kennon was excellent. Reasonable attendance. For future need to consider Shenley (village hall, church of good shepherd etc) to attract. Agreed to set a date and then see what is available in terms of venue. Notes will be circulated.	
5	<i>Chair's update and first impressions</i>	Paul gave his feedback about what he has been up to since the AGM. He has visited the 3 surgeries in the group and has observed front of house. He was surprised how different they all are. He looked for the PPG information. Park Street information is at the front door but hidden behind the door. PS suggested that the position of the information is changed. GR will drop the poster with the information of the PPG. How will leaflets can be displayed? Plastic holder at Park Street is very good and suggestion to have the same in the other practices. List of members needs to be updated. Copy for the website and lists needs to be sent to BG	
6	<i>DNA</i>	<p><u>PS fed back about the DNAs</u> RedHouse 120 Park Street 20 Shenley 50 Opening times very different: Radlett open late Monday and every second Sat. Park Street Commmuter</p> <p><u>How do surgeries work together:</u> Patients can attend the clinics at other surgeries as part of the access arrangements. Patients do not know that they can attend appointments at any of the sites. K suggested a communication to patients about that and also a PPG newsletter item.</p> <p>When the surgeries shut for lunch the calls go through to HUC although the surgeries take each other's calls to provide Are the DNAs proportionate to registered lists? – Yes</p> <p><u>Action to deal with DNAs :</u> Options – Radlett FB – post the DNA numbers combined with encouragement to register online - discussion about how to make It easier for patients to communicate with the practice. Calls are taking a long time to be answered.</p>	
7	<i>Online</i>	% registered in the practice – BG will feed back	

	<i>Registrations</i>	<p><u>E- Consultations</u> – meeting has been postponed because the CCG has not signed off the documentation for governance issues. The practice is committed but not a priority at the moment.</p> <p><u>Telephone appointments</u> more will be offered in the future.</p> <p><u>Group consultations:</u> Diabetes, young people, dementia, high blood pressure</p>	
8	<i>PPG Get Together</i>	<p>Paul would like to get the group together and will circulate some dates to meet.</p> <p>He would like people on the group to have roles e.g notice board, newsletter</p>	
9	<i>Attendance at Hertsmere meetings and feedback</i>	<p>Would be good to have attendance and also a short report by way of feedback</p>	
10	<i>Future Events</i>	<p>From the survey at the AGM: Healthy Living, Diabetes, Heart Health and dementia</p> <p>Diabetic – will be the first topic – September</p>	
9	<i>Park Run</i>		
11	<i>AOB</i>	<p><u>Issues about reception staff</u> – lack of communication, customer service – BG has heard the issue</p> <p><u>Signing up for online registration</u> – can take time of receptionists to implement this.</p> <p><u>Confidentiality</u> issues of the group were reiterated by Hannah G that issues raised and discussed at the meeting are confidential</p> <p><u>Newsletter</u> – frequency aim for September – need to give copy for this edition. (AGM, diabetic, Parkrun,</p> <p><u>Community Navigators</u> (one comes every other Friday) – process is tedious for the GPs...</p>	
	<i>Date of Next Meeting</i>		