

# Patient Participation Meeting

Date: Thursday 12<sup>th</sup> December 2019  
10:30am – 12.00pm  
Meeting Room.

**Type of meeting:**  
Formal PPG Meeting

**Note taker:**  
Jane Davison

**Facilitator:**  
Pauline Woodrow

Attendees: Pauline Woodrow, Nazmeen Khan, Michael Nunn, Jane Davison, Mohmmad Saddique and Kalsoom Bibi.

## Agenda

Apologies	JD
Minutes and Actions from previous meeting	PW
Formal Complaints	PW
Informal Complaints	PW
Significant Events Analysis	PW
Suggestions	JD
Compliments	JD
111 Appointments	PW
E-Consults	PW
DNA figures	PW
New staff	PW
Flu clinic figures	PW
Fund raising	JD
Extended Hours	PW
Working patients/Register	PW
CCGs merging	PW
Mental Health /LD	PW
Stalls BC PC BC CC	JD
AOB	

Date and time of next meeting  
Date: Thursday 13<sup>th</sup> February 2020  
Time: 10.30am -12.00pm

*Refreshments are available after the meeting if anyone would like to stay.*

# Patient Participation Meeting

Date: Thursday 12<sup>th</sup> December 2019  
10:30am – 12.00pm  
Meeting Room.

## Apologies

Discussion: Apologies were given for Susan Gavin, Dr A Azam, Sadaqat Khan, Mansour Youseffi, Renata Dziama, Araf Alam, Farideh Javid and Daahiyanti Mistry who were unfortunately unable to attend.

Action items:

Minutes of this meeting to be sent out with date and time of next meeting.

Person responsible:

Jane Davison

Deadline:

Ongoing

## Minutes and Actions from previous meetings

Discussion: The minutes and actions from the previous meeting have been actioned and completed by the allocated staff.

Conclusions: The previous minutes were agreed to be a true record.

Action items:

Jane to ensure that minutes of meetings are added to the practice website and inform PPG members either by email or post.

Person responsible:

Jane Davison

Deadline:

01.02.2020

## Formal Complaints

Discussion: Pauline Woodrow discussed with the group the six formal complaints: 1 19-20, 2 19-20, 3 19-20, 4 19-20, 5 19-20 and 6 19-20, that we had received. All PPG members were happy with the action taken for the complaints.

Conclusions: Jane to continue to bring formal complaints to the meeting.

Action items:

To continue to bring formal complaints to the meeting.

Person responsible:

Jane Davison

Deadline:

Ongoing

## Informal Complaints

Discussion: There have been no informal complaints since the last PPG meeting.

Conclusions: Jane to bring informal complaints to the meeting.

Action items:

To continue to bring informal complaints to the meeting.

Person responsible:

Jane Davison

Deadline:

Ongoing

<b>SEA (Significant Events)</b>			<b>PW</b>	<b>5</b>
Discussion: Pauline Woodrow discussed with the group the significant events that we had received. All PPG members were happy with the action taken for the complaints.				
Conclusions: All PPG members were happy with the action taken for the complaints.				
Action items:		Person responsible:	Deadline:	
To continue to bring significant events to the meeting.		Pauline Woodrow	Ongoing	
<b>Suggestions</b>				
Discussion: There have been no suggestions received since the last PPG meeting.				
Conclusions: Jane to bring suggestions to the meeting.				
Action items:		Person responsible:	Deadline:	
To continue to bring suggestions to the meeting.		Jane Davison	Ongoing	
<b>Compliments</b>				
Discussion: All members of the team were happy with the compliments compiled and look forward to receiving compliments in the future. Comments are obtained from family and friend tests that are completed daily by the admin staff. These are then collated and recorded by the admin team.				
Conclusions: All PPG members to be aware of the comments.				
Action items:		Person responsible:	Deadline:	
To add to Practice Meeting.		Jane Davison to email Sofina Hussain	Ongoing	
<b>111 Appointments</b>			<b>5</b>	
Discussion: Pauline Woodrow discussed that 111 Appointments are intended to allow the practice one spare appointment, which is for an urgent same day appointment only. Patients should ring the practice in the first instance before ringing 111. Same day triage will be used for anything that is urgent, such as palliative patients, elderly patients or children that cannot wait until the next day.				
Conclusions: Patients to be aware of 111 appointments as urgent/necessary rather than an entitlement.				
Action items:		Person responsible:	Deadline:	
Patients to be aware of 111 appointments as urgent/necessary rather than an entitlement.		Pauline Woodrow	Ongoing	
<b>Econsults</b>			<b>ALL</b>	
Discussion: Pauline Woodrow discussed that Econsults are available for computer literate patients who want to ask health related questions when they are at home or work during the day or night. It may be possible for the doctor to answer a simple question via this facility rather than the patient making an appointment at the practice. There will be templates for the clinicians to fill in. Posters will be displayed at the practice with information on how to get advice from the GP.				
Conclusions: Jane to display poster at the practice.				
Action items:		Person responsible:	Deadline:	
Posters to be displayed at the practice.		Jane Davison	ASAP	
<b>Did Not Attend Figures</b>				

Discussion: Pauline Woodrow discussed that we have figures for the last 5 months showing the amount of DNAs and said that we are always striving to improve on these figures. Patients are to get a letter after a second and third DNA. After a third appointment is a DNA the patient will be called in to the practice to discuss this. A further DNA after this will result in the patient being taken off the surgery list. A child under 16 years old not attending appointments could be a Safeguarding issue and if the child is not being brought to appointments a Health Visitor will be contacted. The practice is continually striving to improve on DNA figures.

Conclusions: All PPG members to be aware that Pauline Woodrow investigates patients who do not attend their appointment.

Action items:

Figures of DNA to be brought to the next meeting.

Person responsible:

Pauline Woodrow

Deadline:

Ongoing

### New Staff

Discussion: Pauline discussed that Vanisha who came to the practice in September has now left us. Qurat joined us in December and she is Urdu speaking and will be working in the back office. Kelsie has recently joined us and she will be working on the front desk for four hours per week to start with.

Conclusions: Pauline advised that new staff will advise patients that they are still in training and say that they will find an answer to their request as soon as possible if they are unable to answer it immediately by themselves.

Action items:

Qurat and Kelsie to advise patients that they are in training and will find out the answer to their questions.

Person responsible:

Qurat  
Kelsie

Deadline:

Ongoing

### Flu Figures

Discussion: Pauline discussed that there are patients that still require flu vaccinations. Patients over 65 years old tend to go away abroad in winter which affects the figures. There is a tendency for 2-3 year olds not wanting to have a flu vaccination done and only 8 children have received the vaccination. There was recently a "Flu Party" and the opportunity to give 20 vaccinations but only one vaccination was given. Patient carers are not coming to the practice for the flu vaccination. After Christmas, the practice will be attempting to target patients and stress the importance of having the vaccination. The vaccinations will continue to run up until March 2020. The onus on giving housebound patients the vaccination has been passed to the District Nurses. Pharmacies need to let us know that patients have had the flu vaccination in order to stop us sending letters out unnecessarily to patients who have already had it.

Conclusions: Pharmacies need to let us know that patients have had the flu vaccination in order to stop us sending letters out unnecessarily to patients who have already had it.

Action items:

Pharmacies need to let us know that patients have had the flu vaccination in order to stop us sending letters out unnecessarily to patients who have already had the vaccine.

Person responsible:

Pharmacy

Deadline:

Ongoing

### Fundraising

Discussion: Jane discussed that unfortunately fundraising had not been the main focus lately due to her being in training on PEL and Reception, but we will be addressing this in the coming months. We will be having coffee mornings in the New Year in attempt to raise funds and allow PPG members to chat to patients. The raffle prizes have now been announced.

Conclusions: Coffee mornings and fundraising such as raffles to continue to be organised in the New Year.

Action items:

Coffee mornings and fundraising such as raffles to continue to be organised

Person responsible:

Jane Davison

Deadline:

Ongoing

in the New Year.		
<b>Extended/Out of hours</b>		
Discussion: Pauline discussed that we have now merged with six other practices and will be making more sites available in the future. We have a certain amount of appointments per month after 6pm that we can book.		
Conclusions: To continue to make appointments after 6pm available to patients.		
Action items: To continue to make appointments after 6pm available to patients.	Person responsible: Pauline Woodrow	Deadline: Ongoing
<b>Working Patients /Registering</b>		
Discussion: Pauline discussed that patients are having to come out of work in order to register as a new patient at the practice. After Christmas, one or two evenings per week between 5.00pm and 5.40pm will be dedicated to registering new patients so that they will not need to request time out of work.		
Conclusions: Two evenings per week between 5.00pm and 5.40pm will be available to register new patients in the New Year.		
Action items: Two evenings per week between 5.00pm and 5.40pm will be available to register new patients in the New Year.	Person responsible: Pauline Woodrow	Deadline: 31.12.2019.
<b>CCGS merging</b>		
Discussion: Pauline Woodrow discussed that the three CCGs (Bradford City, Bradford District and Airedale) will soon be merging so that there will be just one meeting instead of three. There will be two doctors from each CCG on the panel.		
Conclusions: All PPG members to be aware of the three CCGs merging.		
Action items: All PPG members to be aware of the three CCGs merging.	Person responsible: Pauline Woodrow	Deadline: 13.02.2020
<b>Mental Health/LD</b>		
Discussion: Pauline Woodrow discussed that we will be focusing on patients with Mental Health issues and Learning Disabilities and in particular we will be visiting those patients at home if they are unable to come into the practice. Healthchecks for example can be carried out and the correct and relevant pathways can be given to the patient and we can ensure continuity of care. The Mental Health/Learning Disabilities computer system upstairs at Horton Park will work in conjunction with our computer system concerning patient information as at the moment we are unable to see patient information on their systems.		
Conclusions: Mental Health and Learning Disability patients to be targeted in the New Year.		
Action items: Mental Health and Learning Disability patients to be targeted in the New Year.	Person responsible: Pauline Woodrow	Deadline: 13.02.2020

<b>Stalls Planned</b>		
Discussion: Jane discussed that in the coming months the practice will be hosting stalls for Bowel Cancer, Prostate Cancer, Breast Cancer and Cervical Cancer. Pauline Woodrow advised that we have a room available should a patient request a check in relation to the stall, for example a female patient may request a breast check after attending a Breast Cancer stall.		
Conclusions: Stalls to be organised targeting Bowel, Prostate, Breast and Cervical Cancer in the coming months. Posters to be displayed in the practice advertising these stalls.		
Action items: Stalls to be organised targeting Bowel, Prostate, Breast and Cervical Cancer in the coming months. Posters to be displayed in the practice advertising these stalls.	Person responsible: Jane Davison	Deadline: Ongoing
<b>AOB</b>		
Discussion: Kalsoom Bibi asked if the practice charges patients for a sick note (Med 3). Nazmeen Khan explained that we do not charge for a Med 3. The only time we would charge is if the patient loses the Med 3 and requests a duplicate. In this instance there will be a £10 charge.		
Conclusions: PPG members made aware of the protocol for a Med 3.		
Action items: PPG members made aware of the protocol for a Med 3.	Person responsible: PPG Members	Deadline: 12.12.2019
<b>AOB Army Veterans</b>		
Discussion: Pauline Woodrow discussed that when new patients are registering at the practice, there will be a question on the form asking if they have been in the army. This is to ensure that army veterans get the proper care they need as Depression or PTSD (Post Traumatic Stress Disorder) can result in some patients who have been in the army recently or many years ago.		
Conclusions: New Patient Registration forms to be amended to allow this question to be asked.		
Action items: New Patient Registration forms to be amended to allow this question to be asked.	Person responsible: Jane Davison to email Nazmeen Khan	Deadline: 20.02.2020
<b>AOB Closure dates</b>		
Discussion: Pauline advised PPG members that the practice will be closed on Wednesday 25 <sup>th</sup> December, Thursday 26 <sup>th</sup> December 2019 and Wednesday 1 <sup>st</sup> January 2020.		
Conclusions: Notice to be displayed in the practice advising closure dates.		
Action items: Notice to be displayed in the practice advising closure dates.	Person responsible: Jane Davison	Deadline: 13.12.2019

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