

# Patient Participation Meeting

**Date: Thursday 13<sup>th</sup> February 2020**

**Time: 10:30 – 12.00pm**

**Meeting Room.**

**Type of meeting:**

Formal PPG Meeting

**Note taker:**

Jane Davison

**Facilitator:**

Pauline Woodrow

Attendees: Dr A Azam, Pauline Woodrow, Nazmeen Khan, Michael Nunn, Jane Davison, Mohmmad Saddique, Mansour Youseffi, Farideh Javid, Renata Dziama and Sadaqat Khan.

## Agenda

Apologies

JD

Minutes and Actions from previous meeting

PW

Formal Complaints

PW

Informal Complaints

PW

Suggestions

JD

Compliments (*Appendix 1*)

JD

DNA Figures (*Appendix 2*)

PW

Flu Clinic Figures

PW

111 Appointments

PW

NHS Survey

PW

Practice Survey

PW

Fundraising

JD

Stalls

JD

AOB

Date and time of next meeting

Date: Thursday 26<sup>th</sup> March 2020

Time: 10.30am – 11.30am

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

# Patient Participation Meeting

**Date: Thursday 13<sup>th</sup> February 2020**  
**Time: 10:30 – 12.00**  
**Meeting Room.**

## Apologies

**5**

Discussion: Apologies were given for Araf Alam, Daahiyanti Mistry and Kalsoom Bibi 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:

21/02/2020

## Minutes and Actions from previous meetings

**5**

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 contact the patient who expressed an interest in joining the PPG as a virtual member, as no response has been received as yet after sending an application form and information out.

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

Person responsible:

Jane Davison

Deadline:

27/02/2020

Jane Davison

Ongoing

## Formal Complaints

**5**

Discussion: There have been no formal complaints since the last meeting. Formal complaints are written complaints that have been received in the practice and have been replied to by letter. Management then investigates this event and carry out actions as appropriate.

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

Action items:

Jane to continue to bring formal complaints to the meeting.

Person responsible:

Jane Davison

Deadline:

Ongoing

## Informal Complaints

**5**

Discussion: There have been no informal complaints since the last PPG meeting. Informal complaints are complaints that are logged at the front desk and are resolved by a staff member. These informal complaints are logged to ensure other staff members can learn from the event to ensure it does not happen again. For example if a patient was late being seen by the doctor, catch up slots were then included within clinics to help clinicians reduce waiting time for patients.

Conclusions: Jane to bring informal complaints to the meeting.

Action items:

Jane to continue to bring informal complaints to the meeting.

Person responsible:

Jane Davison

Deadline:

Ongoing

## Compliments

Discussion: It was mentioned that Parkside Medical Practice will be nominated as one of the best PPG Meeting participants.

Jane presented Compliments from December 2019 to January 2020 to the meeting attendees (**Please see Appendix 1**). Word of mouth from patients about us being a good practice is good for the surgery, however this means that the practice can get overstretched with new patients registering. A fact to take into consideration is that asthmatic and diabetic patients require longer appointment times.

Pauline mentioned that we are 1of the 2 good performing practices in the Bradford District.

It was discussed that Dr M Javid had received numerous comments from patients that he is a very good doctor and they look forward to his consultations.

Conclusions: Compliments to continue to be brought to the next meeting. Staff to be made aware of the praise received for Dr M Javid. Staff to be made aware of Parkside being nominated for the best PPG meeting.

Action items:

Compliments to continue to be brought to the next meeting.  
Staff to be made aware of the praise received for Dr M Javid.  
Staff to be made aware of Parkside being nominated for the best PPG meeting.

Person responsible:

Jane Davison

Deadline:

Ongoing

## Did Not Attend Figures

Discussion: The Did Not Attend figures between 12<sup>th</sup> December 2019 and 11<sup>th</sup> February 2020 totalled a number of 241 patients. (**Please see Appendix 2**). A graph will be available showing the latest batch of Did Not Attend figures for the next meeting. Did not attend appointment costs the practice time and money. It has been agreed at the practice that 30 minutes or more is the time limit to be able to cancel or rearrange an appointment. If less than 30 minutes notice is given, then the appointment should be marked as DNA. Cancellations can also be made online which is better for the practice.

PPG members were also informed that if children are not brought to their appointments then this could be a Safeguarding issue and staff members have to tread carefully when making patients parents/carers aware of this fact. A policy has been put in place to monitor the amount of times a child does not attend an appointment and all staff are aware of actions to take when this happens.

The practice sends a text message out when the patient did not attend an appointment, and if the patient does not attend 3 appointments a letter will be sent out advising the patient that they may be taken off the register. It was discussed that a DNA hospital appointment is not the same as a DNA doctor appointment.

Suggestions were made as to whether it would be possible to send a text out to patients asking them to reply Yes or No to the question of if they would be attending their appointment. The possibility of additional text about cancelling an appointment when a patient receives an automated text confirmation for their appointment is going to be looked into. However, this may not be possible due the restriction in the number of characters that can be put into one text.

Michael Nunn and the Practice Nurses are in the habit of ringing patients to check if they are going to attend their appointments.

Conclusions: Jane to continue to bring the Did Not Attend figures to the meeting. A graph showing the DNA figures will be available for the next PPG meeting in March 2020.

Action items:

Jane to continue to bring the Did Not Attend figures to the meeting. A graph showing the DNA figures will be available for the next meeting in March 2020.

Person responsible:

Jane Davison

Deadline:

26/03/2020

### Flu Clinic Figures

Discussion: It was discussed that the nasal spray to guard against flu for 2-3 year old patients is not being used due to Porcine being present in it and certain parents objecting to this fact.

There have recently been 2 flu parties but with disappointing numbers of patients accepting the vaccination. It was mentioned that a baby who ended up in an Intensive Care Unit would not have survived had it not been for the fact that the baby had been vaccinated against flu.

Conclusions: The importance of flu vaccinations to be stressed to patients. Informative literature to be displayed in the surgery.

Action items:	Person responsible:	Deadline:
The importance of flu vaccinations to be stressed to patients. Posters and leaflets to be displayed in the waiting area.	Jane Davison	14/02/2020
PPG memebtrs to promote this within the community	PPG Members	Complete

### 111 Appointments

Discussion: There is a new system in place for NHS 111 appointments. Every practice will have 1 or 2 appointments available per day and our practice has 1 appointment available for this purpose. The surgery can use these appointments 90 minutes before the appointment time ifnot used for a NHS 11 call.

This slot is available for patients who call NHS 111 and NHS 111 have asked the GP practice to see them on the day, this slot is available so they can book straight into that appointment on the day.

At times a patient may ring to say they spoke to NHS 111 and this may not be the case, therefore staff are to ensure they review the record to ensure we have received a letter or communication from NHS 111 before using the slot.

Conclusions: The availability of 111 appointments to be publicised more.

Action items:	Person Responsible	Deadline
The availability of 111 appointments to be publicised more.	Jane Davison	Completed 27/02/2020

### NHS National GP Survey

Discussion: It was discussed that the NHS national GP Survey has been posted out to patients. It was noted that this is a rather long survey which is time consuming to complete, especially for working patients. A text has been sent out to patients advising them that they will shortly receive the survey in the post and if anyone would like assistance in filling the form out, Jane will be available on Friday afternoon after 2pm to provide any help required. A request in the text was made to encourage patients to complete the survey in order to help improve the health services we offer.

Conclusions: Jane to provide assistance with survey completion if required.

Action Items:	Person Responsible	Deadline
Jane to provide assistance with survey completion if required.	Jane Davison	27/02/2020

### Practice Survey

Discussion: A copy of last year's Practice Survey was handed out at the meeting. This year the survey will be updated to include any new questions, remove unnecessary questions or amend any existing questions. The GP survey is a shorter survey than the NHS survey and this could be completed by a patient whilst in the waiting room. The survey will be available to patients from 1<sup>st</sup> March 2020 and the results will be collected by 20<sup>th</sup> March 2020. A total of 150 surveys will be available and the results will be collated and recorded by Jane.

Conclusions: Jane to collate and record completed surveys by 20<sup>th</sup> March 2020.

Action Items:	Person Responsible	Deadline
Jane to collate and record completed surveys by 20 <sup>th</sup> March 2020.	Jane Davison	20/03/2020

<b>Fundraising</b>		
Discussion: It was discussed that fundraising has still been slow but it is hoped that this will soon be addressed. There will be an Easter Egg Raffle held in March, with the prize being drawn in April just before Easter. A notice will be displayed in the surgery waiting room inviting patients to purchase raffle tickets.		
Conclusions: Jane to display raffle notice in reception.		
Action items:	Person Responsible	Deadline
Jane to display raffle notice in reception.	Jane Davison	01/03/2020
<b>Stalls</b>		
Discussion: It was discussed that the practice would be holding a stall for Bradford for Genes and Health in February 2020. This is a study where patients aged 16 years or over of Bangladeshi, Pakistani, British-Bangladeshi or British-Pakistani ethnicity can volunteer to provide a small saliva sample. By doing so, the participants can take part in a collaborative health research study for Bradford and help improve health in their community.		
Conclusions: Jane to promote the event once dates are confirmed. A text will be sent out to eligible patients advising them of the event and to commence the raffle for Easter.		
Action items:	Person responsible:	Deadline:
Jane to promote the event once dates are confirmed. A text will be sent out to eligible patients advising them of the event.	Jane Davison	Completed 06.03.2020
<b>AOB</b>		
Discussion: Registering/Working patients was discussed. The practice is still looking in to the possibility of offering a new patient registration time for two afternoons during the week, between 5.00pm and 5.40pm to facilitate working patients. There is an availability of late appointments for working patients and this is to be shown on the website.		
Conclusions: A decision to be made on which afternoons will be dedicated to allow this facility. A paragraph to be placed in the website notifying patients of the availability of late appointments.		
Action items:	Person responsible:	Deadline:
A decision to be made on which afternoons will be dedicated to allow this facility. A paragraph to be placed in the website notifying patients of the availability of late appointments.	Nazmeen Khan	ASAP
<b>AOB</b>		
Discussion: It was discussed that on the 1 <sup>st</sup> April 2020, the three CCG's will be merging. Instead of Bradford City, Bradford District and Airedale, there will be just one CCG.		
Conclusions: Merging of all three CCG's will commence on 1 <sup>st</sup> April 2020.		
Action items:	Person responsible:	Deadline:
No action required	N/A	N/A
<b>AOB</b>		
Discussion: It was discussed that Michael Nunn is due to carry out home visits for patients who suffer from Mental Health issues and Learning Disabilities on 27 <sup>th</sup> February 2020 due to their poor attendance in the surgery. This is to enable us to give the best possible care to those patients with these issues who are not housebound but are not able to come to the surgery due to their health.		
Conclusions: A Home Visit list to be organised and Michael Nunn to carry out homevisits		
Action items:	Person responsible:	Deadline:
A Home Visit list to be organised.	Michael Nunn	31/03/2020

<b>AOB</b>		
Discussion: It was discussed that we will be holding stalls to target awareness about Breast Screening and Bowel Cancer for patients. Some of the symptoms relating to breast cancer and bowel cancer aren't obvious and these could be described as "symptomless cancers".		
Conclusions: Jane to organise and implement.		
Action items: Jane to organise and implement.	Person responsible: Jane Davison	Deadline: ASAP
<b>AOB</b>		
Discussion: It was discussed that sick notes (med 3) are not charged for, however the charge for a replacement sick note is £10. Patients can photocopy their sick note if necessary, but if it is lost then a replacement charge is applicable.		
Conclusions: Patients to be made aware of the practice policy regarding sick notes via signs in the reception and a text message to be sent out.		
Action items: Patients to be made aware of the practice policy regarding sick notes via signs in the reception and a text message to be sent out.	Person responsible: Jane Davison	Deadline: ASAP
<b>AOB</b>		
Discussion: It was discussed that Army Veterans registered at the practice may be suffering from PTSD (Post Traumatic Stress Disorder). If the practice is aware of this fact, the patient could be signposted to the relevant pathway. More probing questions need to be asked to find out about the patient's background. A method to find this out would be to add this as a question on the practice registering pack.		
Conclusions: All patients to be asked if they were an army veteran when registering as a patient.		
Action items: Question of is the patient is an army veteran to be added to the registration template.	Person responsible: Nazmeen Khan	Deadline: ASAP
<b>AOB</b>		
Discussion: The subject of depression was discussed and it was noted that some patients don't want it coded or referred due to their embarrassment. Research is being done to find out if and how many patients have gone on to develop cancer as a result of taking depression medication. For example, taking antidepressants can make existing tumours more sensitive. Is the prognosis different according to the patient's age and medication taken? It would be useful to have figures on the outcome of chemotherapy and radiation, going back as far as possible.		
Conclusions: This is an ongoing university research programme		
Action items: No action required	Person responsible: N/A	Deadline: N/A
<b>AOB</b>		
Discussion: The issue of patients lacking in Vitamin D was discussed. Lack of vitamin D can cause depression therefore having an effect on a patient's mental health. It has been found that a lack of vitamin D has been linked to colon cancer. Michael mentioned that as a part of the annual mental health review we carry out blood tests which include one for Vit D. If a patient suffers from low vitamin D then a clinician provides medication for this for 8 weeks, blood test results should be followed up by the patient. A poster is on display in the waiting area to make out patients aware about the importance of vitamin D in our diets.		
Conclusions: Vitamin D audit has been done.		
Action items:	Person responsible:	Deadline:

To inform patients about the importance of Vitamin D for their health and more information to be made available in the surgery.	Clinicians	ASAP
<b>AOB</b>		
Discussion: It was discussed about the issue of Brexit and the fact changes regarding this will be a slow process and could take up to one year. As yet, nothing has changed.		
Conclusions: Pauline Woodrow will advise accordingly.		
Action items: Pauline Woodrow will advise accordingly in regards to changes in GP practices due to Brexit.	Person responsible: Pauline Woodrow	Deadline: Ongoing
<b>AOB</b>		
Discussion: The Coronavirus issue was discussed. As a practice, we have had lots of guidance about this and a text message was sent out to patients advising them what to do if they suspect they may have the virus. Patients are being advised to call 111 and not to come to the surgery.		
Conclusions: A notice will be displayed in the surgery advising patients what to do if they suspect they have Coronavirus.		
Conclusions: A notice will be displayed in the surgery advising patients what to do if they suspect they have Coronavirus.  Text messages will be sent out with up to date information  Management is continuously updated and necessary information is cascaded down to patients and staff as appropriate.	Person responsible: Jane Davison NK Management- Ongoing	Deadline: Complete-28.02.2020 Completed-06.03.2020
<b>AOB</b>		
Discussion: Econsults were discussed and it was mentioned that our uptake has been very slow. A stall will be held at the practice to educate patients about this service. The Econsult will be dealt within 24 hours after going onto triage. At the moment it is not really being used by patients.		
Conclusions: Jane to organise an Econsult stall at the practice.		
Action items: Jane to organise an Econsult stall at the practice.  PPG Members to promote E-consult within the community	Person responsible: Jane Davison PPG members	Deadline: ASAP Completed
<b>AOB</b>		
Discussion: The dates and times for the next Patient Network Meetings at Carlisle Business Centre were handed out at the meeting. A laminated poster has also been displayed on the PPG notice board showing the meeting dates and times. For the absent PPG members, a list has been posted out to them.		
Conclusions: All PPG members have been made aware of the next Patient Network Meetings.		
Action items: All PPG members have been made aware of the next Patient Network Meetings.	Person responsible: Jane Davison	Deadline: Completed

**Date & time of next meeting**

Date and time of meeting is still to be arranged due to **\*\*COVID19\*\***

PPG members will be contacted with future meeting dates.

**Appendix 1**

Compliments Dec 2019 – Jan 2020

- Always tries to help.
- Lovely Dr Sue is very nice.
- The GP is always available when I need them and helps to resolve my issues.
- More services required to consult doctor, more variety of online appointments can be improved, overall very good and efficient service.
- Always looked after and treated well, staff are very kind.
- Friendly/helpful.
- I have recently just registered.
- I've always been well looked after at the surgery, no complaints.
- Great service, friendly staff.
- Understanding and listen to your concerns.
- Great customer service.
- Appointment times are crazy.
- Good service.
- The appointment waiting times should be improved, it's crazy.
- Accommodating and helpful friendly staff.

**During 12<sup>th</sup> December 2019 and 11<sup>th</sup> February 2020 we had 241 patients that that Did Not Attend their appointments.**



**GP appointment?  
Can't make it?  
Don't need it?**



**It is easy to cancel your appointment; just call: 01274 521111**

**Email: B83621.Horton Park Centre@nhs.net**

**Text: 07878650725**

**You can also cancel your appointments on line please ask at the Reception for further details**

**Please ensure you cancel or rearrange any unwanted appointments.**

# WHAT IT MEANS FOR YOU IF YOU FAIL TO ATTEND YOUR APPOINTMENT

Each time you fail to attend an appointment, we will write to you. If you fail to attend **three appointments** in a **12-month period**, the practice will consider **removing you** from the patient list.



You will then have to find an alternative GP practice in the local area. Please do not waste valuable appointments.