

Woodlands Patients Voice Meeting Minutes

Wednesday 11th September 2019

Present : Stephen, David, Michael, Val, Kay, Mary, Ann, Janet, Derek (PPG Members)
Patricia Brown (Practice Admin representative and PPG Secretary)
Dr Ellora Das (GP representative)

Apologies: Sylvia (PPG Member)

1. Welcome and introductions

In his role of Chair, Stephen welcomed the group and extended an individual welcome to new member Derek. He had responded to advertising campaign in the waiting area. Welcome along.

During the meeting, the group introduced themselves for Derek. Derek reports he was a local councillor for 12 years. A self-confessed “health nut” he has a keen interest in health promotion and prevention of health issues. Derek asked whether the group has a budget for health promotion. Val was able to advise that we follow the national health promotion calendar with Val and Sylvia managing the promotions/notice boards. In addition to attending to update the resources, they also investigate/source the health promotion resources. The wider group have been involved in managing health promotion/events held at the practice, though it has to be said, this has generated limited interest and attendance from patients.

2. Minutes of the last meeting

Copies were made available to the group and approved as a true record.

3. Matters Arising

Communication to patients - the new practice leaflet is now available on the reception counter.

Outpatient appointments - David had sent a follow up email to the “KM Governors engagement” email account to chase up our enquiries. No response to this and a further email. To consider whether to invite the governor back to a meeting to discuss

Dementia Awareness training - unable to use the proposed September date as all staff are away from the practice for the monthly Protected Learning Time (PLT). October PLT is all practice staff in house, which only happens only three times a year and so may therefore be dedicated to practice business/team building. It was agreed to try and arrange for Wed 27th November at 2.30pm, for practice non-clinical staff and PPG members. Val to arrange with the Alzheimer’s Society and confirm to the group.

Changes to urgent appointment management - some success with this in educating patients about inappropriate use of these appointments. These are extra appointments once the surgeries are full so to attend for routine issues prevents access for those genuinely needing urgent attention. Been

open to abuse in the past – allowing quick access – sometimes to the cost of those patients accessing the services correctly. The practice continues to review the appointment system and some group members report difficulties friends and family have experienced at other practices, appreciating how our system works.

4) Position of Chair

Regrettably, due to health reasons, Steve has to resign as Chair. He is keen to remain involved with the group. David agreed to pick up the Chair responsibilities until the next AGM (third time). Val agreed to act as Vice Chair.

5) Alexa for Health

Brought forward for further discussion. Group members shared information currently in the news.

Lots of press for this type of electronic gadget with plans for Alexa to assist patients in managing their health - similar to nhs 111/nhs direct – eg symptom checker ; advice for self-care; when to seek professional help etc.

Some reservations and concerns discussed after Amazon have admitted they “listen in” to Alexa conversations. How does this fit with data protection? Amazon claim they monitor .0001% of traffic in order to improve and develop systems. The group suggested that Alexa must surely inform users of this within the terms and conditions of use. Might this replace front line staff in the future? NHSE and Health Secretary trying to push digitalisation in the health service and promoting this as a way of taking pressure off the health service generally. There is on-going work through Amazon web services (which has probably led to Alexa’s involvement). Google also engaging in health care. Lots of funding being made available for artificial intelligence. The group agreed to keep an eye on this.

The NHS App was also discussed. Now that NHSwif is readily available in health care environments (including the surgery) the NHS App is the first thing that comes up in an effort to encourage its use. Proposed development of the app is slow, but the algorithm will learn and develop the more use it gets.

6) Notice Board Campaigns

Val and Sylvia have revised notice boards recently, following the national health promotion campaign diary. Val reports they do not need to be totally driven by this and would like feedback from the group on future topics to promote. We need to have a focus on flu currently and the national events for November include Movember – men’s health and lung/pancreatic/mouth cancer. Val suggests we continue with arthritis/keep well in winter resources. Kay suggested COPD - not always recognised. Links in to flu and keeping well in winter - need to promote prevention/manage exacerbation of symptoms over winter months. Public health resources arranged by Val from the KM library/resource centre though unfortunately, not always available in time for diary recommendations... Agreed the next notice board campaigns would include COPD and Pancreatic cancer – dependent on available resources.

Derek asked about nutrition and obesity – usually covered in Jan/Feb - in support of new year's resolutions to improve lifestyles. Derek referred to an article which commented that 70% of health issues are related to lifestyle choices. He feels that as this is a big factor to health – needs hammering. Discussed the broad “lifestyle” statement – how do we slice it. Dr Das discussed health community investigations in to root causes for health issues and this includes lifestyle issues. Ultimately, it was agreed that lifestyle is the patient choice – we can only educate. Whilst the group acknowledged there is a fair bit of lifestyle health promotion already on the media board, Trish suggested Derek and other group members review the content to identify any gaps/areas for improvement. Derek is happy to support Val and Sylvia with notice board campaigns – to tie the media board review in with their next practice visit. Proposed date of 30th October - to be confirmed.

7) Diabetes Service Review

Email from Mansfield and Ashfield Clinical Commissioning Group (MACCG) seeking patient feedback on their experiences of local diabetes services. Information from the CCG reports that in 2016/17, across the two areas of Greater Nottingham and Mid-Nottinghamshire, there were 55,367 people registered with diabetes. Managing the growing incidences of diabetes is set to be one of the major clinical challenges of the 21st century and currently there are different delivery models across the two areas and the CCG are looking to develop one service for all.

There is an on line survey – Trish to forward to all group members on email – feel free to share onwards. Hard copies provided for others (to return by Freepost) and the group suggested a poster and copies of survey be made available in the waiting area. **Note – deadline for survey submission is Monday 23rd September.**

Group members report attendance/invitation to a four week pre-diabetes courses at All Saints Church in Huthwaite. Pre-diabetes letters are going out from the practice to explain the referral to the course – the referral is usually in response to blood results, though the call centre managing the education programme are causing issues for patients.

8) Annual Influenza Programme

Over 65 flu vaccines due in Friday with the first clinic arranged for Saturday, 9am to 12noon. Only covering Over 65s – no other vaccines available as yet. Michael and David happy to support and Val planning to promote the PPG. Trish to look out resources including recruitment flyers. Please arrive between 8.30 and 9am.

David commented that information relating to Under 65 flu clinic does not make it clear these are evening appointments to accommodate working patients. Trish to address.

9) Practice Update

Dr Aldread back at work. Dr Pound off sick with a severe chest infection – unclear when he will be back currently.

We have been asked to take extra GP registrars from the December rotation (due to practice popularity on training scheme!)

The landscape gardeners are due to plant the dwarf flowering cherries along the car park boundary as per the extension planning application in October. Advised they would be unlikely to survive if planted sooner.

Following the annual complaints review, Trish reported that Zero Tolerance complaints raised by staff *against* patients now match the number of patient complaints in year. The practice can remove patients after serving notice, or with immediate effect if the police are involved.

10) AOB

David – report in paper today – a lot of infections being picked up in hospital seem to have developed resistance to the “final” antibiotics. The report states that some infections are appearing to be winning the battle. The Armageddon of “antibiotics will not work with over use” appears to be coming to fruition.

Val – reports still some patient grumbles about not finding the clinic rooms though clearly signposted. Expecting a replacement touch screen later this year – may have capacity to indicate consulting room when booking in ?

Kay, supported by other group members, raised concern about the change to disabled bays that are now dual purpose for parent and child spaces. Discussed problems getting in and out of vehicles/into wheelchairs. The change had been in response to parent complaints citing similar issues with child car seats and buggies. The group discussed the possibility of increasing capacity using two other “wider” bays in the same way. The landlord had responded to the initial enquiry using the regulations of number of spaces versus the percentage that should be allocated for disabled and/or parent and child use, but practice happy to make further enquires – though may be dependent on other on- site business opinions.

Next meeting : Wednesday 13th November – Val to chair in David’s absence