



The Brimington Surgery

Patient Participation Group January 22nd 2020

NOTES

Attendees - S Hague (Chair); P Smiley (PS); G Morris (GM); M Liddle; J Graham; P Wright; M Breeds; P Elliott (PE - Practice Manager)

Apologies – P Chambers, M Hopton, J Bramley (JB), J Chappel; Dr S von Schreiber

Minutes of last meeting – these were amended to show M Breeds' apologies for the October meeting

Matters Arising not on the agenda - Discussion about nasal flus and what we can and can't do under clinical rules and guidance. The practice is not permitted to vaccinate those children who were absent from school when the flu immunisation was offered. The Nurses are permitted to vaccinate those patients at risk or within a certain age bracket. Whilst the rules seem wrong, this is outside of the practice's control.

Many of the group felt that an annual face to face review was important and did not feel that a review without the patient present was acceptable. PE informed the group that this was not always clinically required and would reduce resources for those patients who did require clinical attention.

Patient Feedback – PE had sent out the first two full *Family and Friends Test* reports the practice had received via the new app software. The number of responses had dramatically increased compared to the paper copies that have been on the front reception desk for several years and that are sometimes handed out by staff. The information from December showed 96% positivity towards the practice. The Group voiced that they did not want to receive the full report as it was too long and complicated and that a summary would suffice in future. It was pointed out that the most useful part of this kind of data is the negative part. The positive data was not discussed.

Flu day surveys – PE thanked those who did this as the information was really useful. It was acknowledge that some people prefer a tick box approach but the questionnaire, as approved by the group, was designed to elicit qualitative and not quantitative information from patients.

Electronic developments – PE explained that this is being driven by the NHS and certain elements (electronic prescribing; booking appointments online and via apps etc) are contractual.

As regards the new myGP app – PE explained that by using this we hope it will reduce phone calls allowing those without electronic access to get through on the phones.

It is not possible to make a double appointment via the app.

One face to face appointment and one phone call per GP surgery has been ring fenced for app use only, without this the app would not function properly. Some present voiced dissatisfaction with this. PE explained that some practices have put all their GP appointments on the app but that we currently do not agree with this as it disadvantages some patients and whilst 10% of our patients use the app they have access to fewer than 10% of the available GP appointment.

A problem with sending prescriptions to Brimington Pharmacy was raised. PE can send specifics on to their area manager if they are flagged up. There was praise for the Calow Pharmacy

PPG Membership – Questions were asked: Can we put out a PPG iPlato request; why don't we make it more visible; Why don't we do evenings; why don't we approach school governors? Past activities were discussed along with the lack of results. There was a discussion including the comments: we need non pressed, willing people; people aren't interested beyond their hobbies; meetings scare off people; we could have a coffee evening and have a speaker about something; what can we do to make it interesting to entice people; we have tried so many times in the past.

DNA (Did Not Attend ie wasted appointments) - PE produced a comparison paper of October to December in 2018 and 2019. The results were discussed: cancellation rates are improving but DNA rates do not appear to be falling which is disappointing. A different statistical presentation was requested for the next meeting: the fraction of the whole and what is not turned up to. Previously the group had looked at statistics around age and it was not one particular age group that predominantly DNA'd. One school of thought that rewarding attending (ie good) behaviour is preferable however how to do this within the health sector is an interesting conundrum. PE is to ask other practices for data

Notice boards – the group were happy with upstairs waiting room but felt that downstairs the chairs face wrong way; the community board in wrong place and the boards are too small. PE stated that it was a great help to the practice and really supportive for the staff for the PPG to continue to overhaul the noticeboards 4 x per year. All agreed that it is very difficult to decide what to put up and what not to. Those who kindly did it last time agreed that it took ages – and if it was not individually productive for them then it was hard to volunteer their precious time.

It was decided that the next PPG visit to do this would be deferred and that the practice would replace the flu campaign notices.

Area Network Meeting Feedback – JB had sent in a report which was presented by GM. The future direction of PCNs was discussed.

Chesterfield Place Alliance - GM attends and reported back - Health and Social Care Apprenticeship Scheme where apprentices are placed in various organisations across Place and there is a flow of people starting to emerge from this scheme.

Autumn/Winter Newsletter – A VERY rough draft given out as an idea and feedback was give which will be actioned.

Action Plan/Ideas for 2020

Ideas:

Supporting Carers - Coffee and sharing event. To gather potential information/participants it was suggested someone attends – The Great Chesterfield get 2gether - A free event for residents of Chesterfield over 55 who would like to engage with health and wellbeing providers 24th Feb 10 til 12.

Pain Medication talk

Flu clinic support

¼ly notice board updates

Working with the Calow and Brimington PPG

Surgery update - staffing update only due to time constraints.

From February we will be 3 GPs down with two on maternity leave and one GP leaving. We are currently recruiting and are pleased that we have some potential candidates

AOB

Next parish newsletter, PS to ask PE for information.

A request for the practice to print out papers for meetings – PE does this and will continue to.

Concerns were voiced about local house building: 130 houses on “the field”; 31 announced at the bottom of Westwood Lane; 29 on the chicken farm.

Future meetings:

April 28th 1-3pm

July; Oct;