

Cornerways Medical Centre

Patient Participation Group Meeting

Monday, December 9th, 2019

Cornerways Medical Centre

Present:

Ken McGlashan	Chair of PPG	(KM)
Anne McGlashan	PPG Member	(AM)
Bill Weightman	PPG Member	(BW)
Jean Regan	PPG Member	(JR)
Rendal Horsford	PPG Member	(RH)
Angela McKenna	Practice Representative	(AMK)
Brittany O'Mahony	Group Comms	(BOM)

Apologies:

Christopher Melia	PPG Member	(CM)
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Welcome and introductions	<p>BOM welcomed everyone to the meeting and thanked them for their time. BOM introduced herself to JR as this was the first time meeting. BOM explained she had taken over the role of communications / marketing for the practice group.</p> <p>Apologies were accepted.</p>
Review of actions from previous meeting	<p>Action: BOM to see if NHS allows parents to access child's profile. BOM to update at next PPG meeting.</p> <p>BOM explained she had contacted NHS App support. They had replied to inform us that currently the NHS app does not allow parents access to their child's profile but this is something they are hoping to implement early 2020. BOM explained she will keep the group informed on this.</p> <p>Action: BOM to update the DNA policy on our website, explaining the 3 strike procedure. Patients will be struck off after 3 DNA's without good reason for not showing for their appointment.</p> <p>BOM explained we are still currently working on a DNA policy for the practice and is something we are hoping to have in place January 2020. BOM explained that as we also have 4 other practices within the Maassarani Group, the policy will be implemented as part of the group and not based on a single practice. BOM informed the group she had been speaking with the other PPG groups at Bluebell Lane Surgery & Dr Maassarani & Partners to get their opinions on this. All groups agreed a DNA policy is required to tackle the current issue with patients not attending appointments.</p>
Practice Update	<p>BO provided a practice update for all PPG members.</p> <p>DNA (patients not attending appointments)</p> <p>On the topic of patient DNA, AMK gave an example of 9 patients not</p>

attending for their appointment on this day alone. One patient had a double appointment booked with a GP and did not attend for this. AMK & BOM explained how it is wasted capacity and is a big problem as these appointments could have been given to people who needed them. The problem is that it is too late to contact anybody potentially on a cancellation list as these patients have given no notice that they are not attending.

BOM spoke of how if a 3 strike DNA policy was implemented we would have to investigate these on a personal basis as people with mental health issues, drug / alcohol addiction and other sensitive situations need to be taken into consideration. JR agreed with this and suggested calling patients who have not attended twice to inform them they can be struck off the patient list if they continue not to attend without giving notice. KM explained how patients receive sufficient communication from the GP practice with multiple appointment reminders being sent by SMS so patients do have ample time to cancel or rearrange their appointments. JR asked if telephone numbers were updated regularly. AMK assured that all admin / reception staff have a script they should follow which asks patients to confirm their DOB, address, mobile numbers and email address so we can continuously update patient records.

BW suggested adding a pop up message for when people have not attended 2 appointments to easily notify staff that they are liable to not show for an appointment. AMK confirmed there is an option for the system to alert staff when patients have not attended previously so we can look into having this put in place. KM also suggested sending out 'red letters' to patients who have not attended 3 times. This gives the practice an opportunity to warn patients that their actions may lead to them being struck off the patient list if they continue to not attend their appointments.

Action: BOM to update on progress of DNA policy / procedures at the next meeting.

New staff have joined the team:

Gillian Butler – Health Care Assistant
Abbey Gore – Practice Transformation Manager

Check in screen (waiting room)

BOM apologised for the issues with the check in screen / calling system at reception over the past month. The screen broke and we had several issues with engineers attempting to fix the screen who couldn't figure out the root of the problem. This was causing long queues at reception as staff had to 'arrive' patients for their appointments. However, this issue has now been resolved and the check in screen is working fine. The calling system is now working also.

PPG chair meeting update

KM provided a brief update on the PPG chair meeting which was hosted by the CCG. KM gave positive feedback on the meeting explaining we have a well-run PPG. Other groups within Knowsley seem to meet a lot less than our group but he felt it was good to meet regularly. KM also pointed out that

	<p>our Bluebell Lane Practice PPG members attended this meeting and they both discussed the use of eConsult within both GP practices and how it was working well. KM explained no other attendee's knew about eConsult and we seem to be ahead of the game technology wise. KM asked if it was possible to link with our other PPG groups and keep up to date on what each group at doing to join the dots between each practice. BOM said this was possible and we will discuss at the next PPG meeting.</p>
<p>AOB</p>	<p>Booking appointments</p> <p>JR mentioned the struggle of getting an appointment and the difficulty using eConsult. JR explained she thought it was not useful for all medical problems i.e. mental health after she recently had to complete a form for somebody who was suffering with mental health issues. JR thinks the system for this is flawed and that not everyone can be fit within the same bubble. JR also mentioned the fact it was not possible for everyone to fill them in at certain times i.e. working hours. AMK explained that eConsult is open from 6am so they can be completed between 6am – 1pm. JR spoke about how when completing eConsult for this particular patient with mental health problems, it was sending the patient to A&E. AMK told JR that eConsult is made by GP's for GP's and all of the questions and outcomes are what the patient should follow as it has medically approved questions and protocols which patients need to follow. JR explained the situation was dealt with as the patient managed to get an appointment at reception. JR asked why after a confrontation an appointment became available, after telling her initially to fill out an eConsult. AMK explained a cancellation must have become available to accommodate this patient's needs as the policy for same day appointments is now solely eConsult. Our main priority is patient care and if we can accommodate someone on that day we will and by completing the eConsult system this allows us to triage each patient to give the appointments to people who need them and avoid wastage.</p> <p>Referral / results system</p> <p>RH asked if there was any update on the system with regards to hospital to GP practice communication. BOM explained there is only one system called ICE which provides communication between hospitals and GP practices for the likes of X-Ray results. AMK explained that unfortunately it can take a while for the hospital to send over these results but this is the system currently and there is nothing we can do about this as it is out of our hands and is the hospitals process.</p> <p>Update signage in reception waiting room</p> <p>JR asked if we can update the yellow signage which talks of our PPG actions at reception as it is out of date. BOM explained she will update this ASAP.</p> <p>Action: BOM to update signage at reception area.</p>

	<p>PPG sub group</p> <p>BOM explained that our other PPG at Dr Maassarani & Partners currently have a sub group which looks to assist the practice and work on small projects to improve patient experience. BOM asked the group would anybody be interested in replicating this and assisting with things like coffee mornings where patients can come in and give feedback on the practice with one of our PPG members. The group accepted this idea given they have enough notice and they are not working. To be discussed further in the new year.</p>
<p>Date and time of next meeting</p>	<p>Date: Monday 3rd February 2020 Time: 17:30 – 19:00hrs Location: Cornerways Meeting Room</p>