

Thornfield Medical Group PPG

1 December 2014

Present: Margaret Heaton( Chair (MH) , Kelechi Dibia (KD), Tracey Stuchlik (TS)

Apologies: Andrew Perks, Dr Natalie Crowe, Valerie Miller

1	Chairs Welcome. MH opened the meeting and welcomed everyone	
2	<p>Previous Mins were agreed as correct</p> <p>Update on action areas</p> <p>TS to update website developments re patient's responsibilities.</p> <p>Friends and Family (FFT) started on 1 December to collate information from patients. The practice has defaulted to a generic question about asking for feedback from patients. Once the information is received then specific questions may need to be addressed in the future.</p> <p>Caller Record is currently delayed due to issues with the telephone system.</p>	
3	<p><b>Urgent Care</b> - TS advised the Acorn PPG would be sending questionnaires via the practices to patients who have attended the emergency department (A&amp;E) over a specified period. The numbers of patients attending the emergency department continue to rise and the group is trying to identify why this is.</p> <p><b>Out of Hours Service</b></p> <p>The CCG has started to work with stakeholders to identify the needs of an out of hours service as this service will be re-procured as part of the urgent care strategy.</p>	
4	<p><b>CQC</b> – TS advised the CQC are expected to visit local practices in February 2015. The practice is continuously trying to improve the practice and services for patients and hopes this will be recognised if TMG is chosen to be visited.</p>	

5	<p><b>Complaints</b></p> <p>TS advised that she has developed a specific patient feedback area at both sites. These areas have information about how to make a complaint, comment or suggestion about the practice. Information is also available regarding Healthwatch and the Patient Advice Liaison Service. The Friends and family test cards are also available here.</p>	
6	<p><b>AOB</b></p> <p><u>Repeat Prescription Line</u></p> <p>Andrew Perks felt the message was too long and the information requested too onerous. TS has revised the message and will monitor the service.</p> <p><u>Flu</u></p> <p>The flu clinic went well on the Saturday but there are still a number of patients that have not been immunised. The practice is working to encourage patients to attend.</p> <p><u>Appointment cards</u></p> <p>The practice is installing new printers which will allow appointments to be printed onto a card. It is hoped this will reduce any errors and speed up the process of making an appointment for patients.</p> <p><u>Electronic Prescriptions and Repeat Dispensing</u></p> <p>The practice is currently working towards using the above prescription services. It is anticipated both services will improve patient services and reduce loss of prescriptions.</p> <p><u>Pilot Projects – Diabetes and Alcohol</u></p> <p>TMG is one of ten practices working with the National Association of Primary Care to improve the care of diabetic patients in the practice. The pilot is for 1 year and will be evaluated at that end time and shared with practices across England.</p>	

	<p><u>Alcohol</u></p> <p>TMG is looking to improve patient services for people that wish to reduce their intake of alcohol with the support of the practice. It is hoped this pilot will start in 2015.</p> <p><u>24 Ambulatory Blood Pressure Monitoring</u></p> <p>The practice will be offering the above service to patients at TMG from December 2014. This new 'in house' service will allow patients to be seen locally rather than having to go to hospital. The practice is also using a watch device which is an improvement for patients.</p> <p><u>Did Not Attend patients</u></p> <p>KD asked about the practice policy of removing patients from the list after 3 DNA's. KD was aware of a patient from another practice who had failed to attend for appointments. It transpires the patient had dementia and was unable to remember their appointments. TS advised if a patient is removed from the list the practice looks at the 'whole picture' of why they should be removed. TS felt this information would be good to share with other practices about becoming more dementia friendly.</p> <p><u>Condolence/Birth contacts</u></p> <p>The members discussed the above and felt it would be a good gesture to implement condolence and birth cards. The Shieldfield site had sent cards in the past but with the merger of the two practices this has been lost.</p> <p><u>Future Meetings</u></p> <p>TS asked the members to consider whether the meetings could be alternated to 1 day meeting and 1 evening meeting to try and encourage more participation. The members agreed to implement a day meeting for March.</p>	
7	<p><b>Date of Next Meeting</b> Monday 16 March 2015 at 6pm</p>	

