

KILLAMARSH MEDICAL PRACTICE

PARTNERS:
PAUL CRACKNELL
STEPHEN SHAW
HENA BRAR
GREG STRACHAN

**Minutes of the PPG Group Meeting
Held on 12th September 2018 at 13:00
Killamarsh Medical Practice**

PRESENT	Dr Paul Cracknell (Senior GP Partner) – PC Victoria Webb (Business Manager) – VW David Watson – PPG Member Alan Shepherd – PPG Member Christopher Barry Jones – PPG Member Jean Childs – PPG Member
APOLOGIES	Marilyn Allen – PPG Member Tracey Squirrel – PPG Member William Parkinson – PPG Meeting Wendy Parkinson – PPG Member Samantha Bennett – PPG Member Virtual Member (provides feedback via email)

NO	MINUTES	ACTION
1	<p>Introduction and apologies</p> <p>Mr & Mrs Parkinson, Ms Squirrel and Mrs Allen sent their apologies prior to the meeting.</p> <p>David Hanson has recently moved out of area and will no longer be part of the PPG. We wish him all the best for the future and thank him for his involvement in our group meetings. Mr Hanson used to attend the Network PPG meetings, where you have the opportunity to see how other practices in the local area fare compared to Killamarsh Medical Practice. Vikki asked if anyone from the PPG would like to attend, to let her know.</p>	
	MATTERS ARISING AND ACTION LOG	
2	<p>Actions from previous PPG Meeting</p> <p>Victoria Webb reviewed the August 2017 PPG meeting minutes. Members had been asked to review the practice website and provide any feedback. As no feedback has been received to date, we presume everything was fine.</p> <p>The practice will be making improvements to the practice website by adding a 'Self-Help' section for patients to refer to first rather than just booking a GP appointment straight away. This will provide valuable information to patients and signpost people to the correct healthcare professional or pharmacies. VW will email all PPG members for feedback once the Self-Help section on the website is up and running.</p>	VW to seek feedback from PPG members re Self-Help on the website
3	<p>Staff update</p> <p>Victoria Webb updated the PPG group regarding staffing changes:</p> <p>GP's – Dr Bird returned to work in January 2018 following a short maternity leave.</p>	

	<p>Receptionists – Joy, a long standing receptionist, is retiring in December 2018 after 40 + years of service. We have been lucky enough to recruit a local lady, Nicola, who will be starting with us in October 2018. Joy and Nicola will overlap to ensure a smooth handover training period. Nicola has previous experience of working within general practice and our clinical systems, so training should be minimal.</p> <p>Healthcare Assistant – Jessica will be going on maternity leave in December. The practice will shortly be advertising a fixed term maternity contract to provide cover.</p>	
4	<p>National GP Patient Survey Results</p> <p>The PPG group discussed the National GP Patient Survey Results for 2018.</p> <p>234 Surveys were sent out by NHS England and 96 patients replied, which equates to approximately a 41% return.</p> <p>The practice continues to have excellent patient feedback that is above NDCCG and national benchmarks. <i>Appendix A.</i></p> <p>Again, praise was given to the reception staff for being above national and local average on two results:</p> <ul style="list-style-type: none"> • 93% find it easy to get through to this GP practice by phone • 97% find the receptionist at this GP Practice helpful <p>The practice just fell short of national and local average percentages in the following two areas:</p> <ul style="list-style-type: none"> • 77% were satisfied with the type of appointment they were offered • 94% took the appointment they were offered <p>Overall the PPG group felt that the patients of Killamarsh are very lucky to have a good GP service available to them.</p>	
5	<p>Friends and Family Feedback</p> <p>Victoria Webb explained that the practice continues to have a positive FFT feedback each month, either in writing or via the practice website.</p> <p>The practice has just installed a new appointment check-in screen and patients can now leave FFT feedback and update contact telephone numbers whilst checking in.</p> <p>The vast majority of feedback is positive and patients say they would be extremely likely to recommend Killamarsh Medical Practice to family or friends.</p> <p>Patients can now see Killamarsh Medical Practice’s FFT results on the practice website and a poster is displayed in the waiting rooms.</p>	

6	<p>Changes to Prescription ordering and processing times</p> <p>Victoria Webb and Dr Cracknell explained that the practice is encouraging patients to <u>not</u> telephone the practice for medication requests due to the clinical risk involved.</p> <p>Patients are encouraged to order medication via the following methods:</p> <ul style="list-style-type: none"> • Paper counterfoil from prescription • Online via Patient Online services • Through a nominated pharmacy <p>The practice processed 20,128 prescriptions between 1st January and 31st August. This equates to approx. 2,500 per month.</p> <p>Repeat prescription requests are continuously increasing and this in turn is increasing GPs workload. Therefore, the practice has requested that patients allow 3 working days for any repeat medication requests to be processed.</p>	
7	<p>Changes to the Flu Programme</p> <p>Victoria Webb and Dr Cracknell explained that this year's flu vaccination programme will be slightly different as Public Health England is recommending two types of vaccine based on a patient's age.</p> <p>Fluad vaccine – Patients aged 65 and over, on or before 31st March 2019 Quadrivalent – Patients aged 64 and under, on or before 31st March 2019</p> <p>The Fluad is a new vaccine and there is currently only one manufacturer in the UK. Due to national stock control, the practice will receive their vaccine order over a two – three month period.</p> <p>Therefore, we are unable to invite all patients to one flu clinic as in previous years. Small groups of patients aged 65 and over will be invited in order of clinical risk. Patients will receive their vaccination upon invitation only.</p> <p>Over 65's will be invited to either of these flu clinics:</p> <ul style="list-style-type: none"> • Tuesday 18th September • Tuesday 9th October • Tuesday 9th November <p>Under 65's will be invited to these flu clinics:</p> <ul style="list-style-type: none"> • Wednesday 19th September • Wednesday 3rd October <p>We have been reassured that next year will be different and all of the vaccines will be available at the same point in time.</p> <p>PPG members had already received their flu letters and thought it explained the changes well and felt that the plan we had put in place would work as smoothly as in previous years.</p>	

<p>8</p>	<p>Extended Access Appointments</p> <p>Victoria Webb and Dr Cracknell explained to the group that NHS England has promised patients that by March 2019 everyone in England will benefit from access to general practice appointments in the evenings and weekends at a time that is most convenient to them. This is part of a national drive to help improve access to general practice and get the best possible outcomes for patients.</p> <p>Our extended access service will be run by 'The Valleys Medical Partnership' based at Eckington and Dronfield.</p> <p>From 1st September 2018 extended access appointments were available, Monday – Friday 6pm – 8pm & Saturday and Sunday 8am – 11am.</p> <p>Each practice is allocated a number of GP / Advanced Nurse Practitioner appointments based on their current patient list size. Killamarsh Medical Practice has been allocated 18 appointment per week.</p> <p>Patients wishing to use this service are to book an appointment via reception.</p> <p>Any patient booking into the extended access service must be:</p> <ul style="list-style-type: none"> • Willing and able to travel to Dronfield / Eckington And • Willing to give consent to the sharing of their medical record, to enable the practice to provide the best possible care during their appointment. The medical record will only be shared by the practice on the day of their appointment. <p>The PPG felt that a patient is unlikely to travel to Dronfield and Eckington unless it was urgent. Dr Cracknell explained that this service is also for people that cannot attend the practice during our current opening hours due to work commitments.</p>	
<p>9</p>	<p>Cuts to General Practice Funding</p> <p>Victoria Webb and Dr Cracknell explained that the CCG is currently under a lot of financial pressure and currently Derbyshire CCG has to make a £51m saving.</p> <p>They are therefore reviewing all services within primary and secondary care to identify any areas where cost can be cut.</p> <p>The practice is aware that we may receive cuts in the following services:</p> <ul style="list-style-type: none"> • Winter Pressures – In previous years practices have received additional monies during winter. This enables us to provide extra GP appointments during the winter months, when demand is at its highest. At present no Winter Pressures funding has been made available to practices. 	

	<ul style="list-style-type: none"> Care Homes – Our current GP aligned care home service will be decommissioned and cease in September 2019. The CCG is currently designing a new Derbyshire wide care home model, but there are no further details at present of how the new model will work, the funding attached or who will run the service. 	
11	<p>AOB</p> <p>Mr Shepherd asked what the practice protocol was for dealing with patients that do not attend their appointments. Victoria Webb explained that patients who DNA an appointment receive a text message from the practice to inform them that they have failed to attend. The practice is now displaying in both waiting rooms how many appointments are wasted per month. Dr Cracknell explained that if patients continue to DNA appointments, reception staff are aware of the repeat offenders and they will no longer be able to make a bookable appointment. These patients must attend our 'extras clinic' where they have to sit and wait to be seen at the end of routine clinics. Victoria Webb explained that we cannot charge patients for DNA appointments like dentists do.</p> <p>Victoria Webb explained that the practice still operates a very strict boundary area and only residents who reside in Killamarsh can be registered here. The practice has operated like this for many years to protect GP workload and patients' access to GP appointments.</p>	
	DATE & TIME OF NEXT MEETING	April 2019

**Overview of Killamarsh Medical Practice's
National Patient GP Survey Results: July 2017 - July 2018**

Killamarsh Medical Practice	Local CCG Average	National average
93% find it easy to get through to this GP Practice by phone	81%	75%
97% find the receptionists at this GP Practice helpful	95%	92%
78% are satisfied with the general practice appointment times available	77%	71%
81% usually get to see or speak to their preferred GP when they would like to	60%	56%
82% were offered a choice of appointment when they last tried to make a general practice appointment	69%	65%
77% were satisfied with the type of appointment they were offered	<u>82%</u>	<u>78%</u>
94% took the appointment they were offered	<u>96%</u>	<u>95%</u>
83% describe their experience of making an appointment as good	78%	73%
79% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	77%	71%
90% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	<u>93%</u>	89%
91% say the healthcare professional they saw or spoke to was good at listening to them during their last general appointment	<u>94%</u>	90%
90% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general appointment	<u>94%</u>	89%
98% were involved as much as they wanted to be in decisions about their care and treatment during the last general practice appointment	97%	94%
96% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	<u>98%</u>	96%
88% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	<u>93%</u>	88%
96% felt their needs were met during their last general practice appointment	<u>98%</u>	96%
85% say they have had enough support in the last 12 months to help manage their long-term condition(s)	<u>86%</u>	81%
88% describe their overall experience of this GP practice as good	<u>91%</u>	87%