



Drs Patel, Thiryayi, Taylor-Bernard & Taylor

Patient Participation Group



Minutes of meeting held on 30 November 2015 at Shay Lane Medical Centre

Patient Representatives:

Christine Dixon (CD)
Rashad Al-Safar (RA)
Paul Connellan (PC)
Rahul Sharma (RS)
Leslie Robinson (LR)
Jack Diggines (JD)
Susan Lawlor (SL)
Howard Turner (HT)
Pardeep Sharma (PS)

Practice Representatives:

Dr M Patel – (MP) Acting Chair
Dr J-B Taylor-Bernard (JT)
Claire Farrell (CF)

1. PPG Overview

MP welcomed everyone to the meeting and gave an overview of the reasons that had led to the PPG coming together from the previous virtual existence (VPPG).

Agreement was reached on the following:

1. The model of the group

This will be a combination of face to face meetings with a core of patients (volunteers) supplemented by feedback gathered by email and through online surveys from the virtual group.

2. The terms of reference

These were tabled

3) Recruitment

Individual patients contacted directly. Virtual group: email list of patients who are willing to give their views electronically. How to join the VPPG is included on the practice leaflet and practice website

Membership positions: It was agreed that Christine Dixon would be the Chair for the group going forward.

Schedule of meetings: bi-annual

2. Friends & Family Test and Past Survey Results

CF gave an overview of the results and feedback from the Friends & Family test and past surveys results from the VPPG. These indicated a very high level of patient satisfaction with the services the practice provides.

It was highlighted to the group that the results, comments and action plans from past surveys were displayed on the noticeboard in the waiting room.

A question was raised about how patients complain, CF explained the procedure. A copy of the Practice Complaints Procedure leaflet is attached.

A question was raised about whether Trafford CCG had any direct involvement with Patient Participation Groups. Dr Patel explained that there wasn't any involvement at this stage.

3. Missed Appointments – DNA Figures

A handout detailing the DNA figures for the last 5 years and the DNA policy adopted by the practice was given out.

An overview of the problem and the actions taken by the practice was given to the group by MP.

The members were concerned by the figures and asked whether a particular patient demographic was disproportionately represented and whether the DNA rate was high for a certain type of appointment. CF explained that a range of appointments were being missed but a high proportion were those made for acute conditions that the patients had deemed urgent for that day. Also a high proportion related to travel clinic appointments where the appointment length can be up to 30 minutes.

CF explained that it was difficult to highlight particular age groups but DNA's were common amongst 18-25 year olds.

A question was asked about text message reminders for appointments, Dr Patel agreed that it can be a useful tool but as a lot of missed appointments were those made for the day the text reminder service would not be effective in this instance.

The group agreed unanimously to support the policy that the practice had adopted in order to safeguard the excellent level of access provided to patients. It was also agreed that these DNA figures would be displayed on the reception desk to further raise awareness.

4. 7 Day Access

PC gave an overview of 7 day access in Secondary Care and the proposals for Primary Care.

Group members were aware of the concept due to media coverage.

MP provided an overview of the specific proposals for Trafford.

There was a lengthy discussion around access in both Primary and Secondary Care and how the service could be provided. Different models were discussed including telephone access to a GP from the practice instead of contacting the OOH service. Whilst there was one comment in support of extending access potentially for Saturday mornings there was general agreement that continuity of care is a priority and considered more important for most patients than convenience. It was acknowledged that extending the working hours in a practice with a small number of clinicians can result in a deterioration of access during core working hours and members felt this was to be avoided. It was understood by the members that the evidence from across the country indicates that there is little demand for appointments on Saturday afternoon and Sunday. However this would be discussed again when national or local guidance becomes available.

5. Trafford Care Coordination Centre (TCCC)

Trafford CCG has entered into a £12.25 million contract with Computer Sciences Corporation (CSC). CSC is responsible for managing TCCC. The information provided by Dr David Lee (Medical Director, CSC) was distributed to the group and an overview of the Local Enhanced Service specification was provided by the practice representatives.

The members were surprised that the project was at such an advanced stage as only one member of the group had heard of TCCC. There was unanimous agreement that an “opt in” not “opt out” policy should be adopted for the release of confidential patient information and that the release of such information without informed consent is illegal.

It was agreed that further information should be sought from CSC including details of the benefits model particularly given that the cost to the NHS is £12.25 million and the savings are predicted to be only £9.7 million.

6. Date and time of next meeting- to be determined