

**STONY MEDICAL CENTRE  
PATIENT PARTICIPATION GROUP**

**Minutes of PPG meeting held on 15th January 2018 at 10.15am**

**Present:** Judith Williams (Practice Manager), Sue Graham (Chair) Gillian Thompson, Crad Allerton, AT, Phillipa Prescott, Daphne Jones, Ron Powell.

**1.0 Apologies:** Angela Aaronson, Joan Crossan,

**2.0 Minutes of last meeting**

It was agreed to publish the minutes of the last meeting on the website.

**Matters Arising**

**Physiotherapy** - The new physiotherapy system has started but so far there is no information about it.

**Healthwatch** - It was decided that it would be valuable if a representative from Healthwatch would come and speak to the PPG but we would need to be clear about what questions to ask e.g. who do they actually consult with as far as patient views are concerned. CA will contact Steve Bates from the Patient Congress to coordinate questions. We would need a pre-meeting.

**Practice Rating** - The practice has gone up to 4.5 stars (out of 5) on the NHS Choices website.

**3.0 MacMillan Information Centre** - This is available to anyone with cancer, their families or anyone affected by cancer. JW will arrange for a representative to stay on to meet the PPG after meeting the doctors.

There was a discussion about how to get information that we have out into the wider community. Maybe to local groups via the Town Council network. A social media presence would have staff time and expertise implications. SG said the Age UK publish a directory of useful information in hard copy. There is one in the practice.

**4.0 Online Consultations** - The CCG have some funding to develop/trial online consultations with doctors. There will be an email address for patients to ask questions etc and the admin staff would direct it to the appropriate clinician. Patients could be asked to time limit replies. The group confirmed that there would be interest from patients in using such a service.

**5.0 Breast Screening AgeX trial** - Breast screening is routinely offered to women aged 50 - 70 but there is a current trial extending that to 45 - 70 with random people being selected for offers. There is therefore no need to think that there is any other reason for being called if in the younger age group.

**6.0 Electronic Prescription Service Uptake** - 62% of prescriptions that can be sent electronically are sent that way in this Practice which compares favourably with the 54% in the Milton Keynes Area.

**7.0 DNA (Did not Attend) Texts** - It is proposed that patients who do not attend appointments that they have should be sent texts suggesting that they should let the surgery know if they do not intend to come so that the appointment can be given to someone who needs it and the meeting was in favour of this. Our DNA rates are still not excessive in comparison with many practices but every additional appointment availability would help patients.

**8.0 New Joiners** - We now have 3 new afternoon receptionists, 1 new secretary and 1 new health care assistant.

**9.0 Any Other Business**

**Boots** in the High Street have had a break in but are continuing to operate as a shop and for prescriptions and the entrance is via the side door.

**Holiday arrangement for sick notes** – Patients with ongoing illnesses are advised to ask in a timely fashion for sick notes and recognise that they take a minimum of 2 working days to generate. It is not possible to provide sick notes postdated i.e. dated into the future, before the existing note has expired however it is possible to provide backdated notes i.e. if the current note has run out and a few days elapse before the new note is asked for/available the gap between notes can be filled by a backdated note ensuring the patient is not left with a period of time not covered by a note. The ability to continue to provide notes, especially backdated notes does depend on the patient attending any reviews requested by the practice to assess ongoing ill-health.

**Advance decision to refuse treatment or resuscitation** - the practice need this to be updated annually. This also applies to Living Wills. Responsibility for updates lies with the patient, the practice cannot send reminders.

NB “Messages in a bottle” bottles are available at reception. These are plastic tubs that are kept in the fridge in a house and can contain patient’s wishes. There are stickers to put on the fridge or front door so that an attending healthcare professional will know that they are there.

**Blood Tests** - The practice is trying to better coordinate blood tests where, at present, people attend to have blood taken for different tests at different times. If possible blood can be taken for all tests at the same time. Practice attempting towards annual blood tests being done in birth month i.e.: memorable for the patient.

**Data Protection** - The rules are about to change. Hopefully the CCG will organise some training but it is thought that there has to be a good reason to keep information and also to be able to justify withholding information from patients records if it is felt to be appropriate.

**Flu Vaccinations** - The quadrivalent vaccination was given at this practice this year. It is possible that a different vaccination will be given to over 75s next year.

**Diabetic Pathway (NDPP)** - A patient had been given differing information about a diabetes diagnosis and later had a phone call from another organisation saying that an appointment was necessary with them. There is concern about how the patients name and phone number was made available to a third party.

JW said that patients can be referred to a nationally funded diabetes education programme if blood tests taken show that they are “pre-diabetic”. The purpose of the programme is to work preventatively with people who, with some lifestyle changes, could avoid becoming diabetic.

All patients since November who have had a HbA1C and/or fasting blood glucose blood test where the result is higher than ideal will have been considered for this programme and some have been referred in.

The commissioners have since offered participating practice the opportunity to invite patients who had HbA1C and/or fasting blood glucose blood tests done in the 6 months before November and who were in the range where a referral to the education programme would be beneficial.

JW understands that letters are sent inviting patients to book a place on the education programme. While the invitation is from the training provider contact was initiated from practice held results.

**Practice Pharmacist** - At present appointments to the practice pharmacist are given via a doctor but this may change.

**Meeting finished at 12.10 Happy New Year**

Meetings for 2018:

**All to start at 10.15**

26th February  
9th April  
21st May  
2nd July  
13th August  
10th September  
22ns October  
3rd December