

PPG Network Action Points

Meeting: PPG Network Meeting

Date: Friday, 27 October 2017

Location: Trades Club, Frenchgate, Doncaster, Room 10

Members Present: Norma Carr (NC) - Chair
 Judith Hickson (JH)
 John Plant (JP)
 Geoffrey Johnson (GJ)
 Diana Foster (DF)
 John Burke (JB)
 Curtis Henry (CH)
 Frank Knapton (FK)

Apologies:

In Attendance: Emily Green (EG) – Business Support Officer, Healthwatch Doncaster

	Agenda Item	Action	By
1.	Welcome Introductions Housekeeping	NC welcomed everyone to the meeting.	
2.	Apologies		
3.	Minutes of the last meeting and matters arising	Minutes from previous meeting on 1 September 2017 were agreed as an accurate record	
4.	DNAs within GP Practice feedback – sharing good practice	<p>J, H. Gave a verbal presentation around the current situation in respect of her GP Practice, highlighting the concerns around the number of missed appointments during recent times.</p> <p>J, H. highlighted on the statistical information received from the practice and provided detail about the number of missed appointments recorded and the subsequent impact on patient members of the practice.</p> <p>J, H. highlighted on the significant reduction in DNA's when individuals are able to 'self-appoint through the new online appointment, booking system. The stark contrast in DNA figures was evident when drawing comparisons against individuals who are provided an appointment in the more traditional way, by being allocated dates/ times for appointments by the practice.</p>	

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		<p>A wider discussion then ensued around the number of missed appointments across general practice/ Doctor's surgeries within the local area and the implications of this.</p> <p>C, H. provided a summarised explanation of some of the local primary care initiatives being rolled out, which aim to assist address issues by providing people with alternative solutions to seeing their GP such as Care Navigators, utilising Pharmacy provisions and as mentioned online booking for appointments</p> <p>Because of the significant number of DNA's presently, it was felt greater onus should be placed upon this to address issues more with patients.</p> <p>The following suggestions were made by representatives of the PCN about how to raise the awareness of the issues with patients to minimise/ address the concerns around the number of missed appointments recored:</p> <p>The following suggestions were offered:</p> <p>Utilise A3 poster campaign within surgeries to raise the awareness of patients – highlighting the issues around missed appointments</p> <p>Utilise the resource of electronic screens, monitors and displays situated within GP practices within Doncaster to raise awareness of the issue and</p> <p>Implement a three stages process of correspondence for patient members who regularly miss appointments by the following suggestion via a 'warning letter'</p> <ul style="list-style-type: none"> • initial, gentle reminder • stronger minder – to ascertain if there are difficulties • final reminder – highlighting the consequences from a practice perspective. 	
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5.	<p>Transformation from PPG Network into Primary Care Focus Group</p>	<p>C, H. gave an overview of Healthwatch Doncaster's purpose and function and attempted to clarify the situation regarding the contract/ award from NHSD, CCG. C, H. highlighted on the remit of the two areas of work, prescribed through the contract award for Healthwatch Doncaster and delivering on two individual /separate engagement arenas namely: The Primary Care Network and the Health Ambassador scheme/ forum.</p> <p>The group expressed concerns/ raised issue about the re – alignment of the forums and use of Healthwatch's logo on all the materials utilised for meetings. The members of the group felt strongly about this being an issue. However, are prepared to maintain close links with Healthwatch and its offer of support. They are also happy to utilise the money provided to continue to deliver the Primary Care Network.</p> <p>A discussion ensued about future agenda items and these will be decided during Network meetings.</p>	
6	<p>Group medications /prescriptions</p>	<p>JB provided a verbal presentation on his experience around utilising the new Online booking system to order prescriptions. J, B. raised concerns about the difficulties which he encountered whilst utilising this. J.B asked the group about whether his generally negative experience was a common amongst others or a one off incident.one encounter was whether this was a common problem/ experience for others.</p> <p>GJ mentioned Rossington Pharmacy and offered very positive feedback/ experiences of using the online booking system and the introduction of a local service which delivers prescriptions to areas without Pharmacies.</p> <p>G, J. spoke about a conversation with a representative from the pharmacy service, highlighting his willingness to attend a future PCN meeting to share information about the service offer.</p> <p>Action: G, J. to discuss and arrange this.</p>	

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7	Increasing participation in PPGs	All participants contributed within discussions around widening the involvement of individuals within the PCN (Primary Care Network) and the scope of future meetings. It is recognised that the PCN is an informative arena which others would benefit from, during this time where significant transformations to primary care and GP provisions are taking place. This area of work is ongoing and is recognised will require a number of different approaches to encourage Practice Managers to show support for the network arena and inspire their members from within GP Practice / PPG 's to attend meetings.	
	AOB	EG to book future meetings for 15 December and 19 January 2018, 1.30 – 4.00PM – to be confirmed.	EG
8	Close	Meeting closed at 4pm.	