Minutes for PPG Meeting 1st December 2022

Present Colin Berthelsen CB, Mary Perkins MP, Mary Egan ME, Susan Smee SS, Shannon Hanbury (Practice Manager) PM, Stefan Sieradzki SSS

1. Both MP&SS were concerned that money (circa £280) left over in the PPG account had been sitting there for a long time and apparently the PPG is not supposed to hold funds and therefore the cash needs to be disposed of. Various options were discussed food bank at Emanuel Church, donation to a primary school in Northwood for children in need (Holy Trinity or Prestwood). There was some discussion as to which Emmanuel Church had a working food bank. In general members felt that the funds should go directly to the Northwood community rather than elsewhere which might be the case if the funds were donated to a national charity.
2. CB informed the meeting of the suggestions Dr Liz Hermaszewska made regarding how the PPG could help the practice.

* These included coming up with questions to be sent to patients about their experience of PATCHS i.e. how easy to sign up; how easy to get an appointment; whether they find it an improvement or not and any other PPG generated questions that can be passed to Simon to construct a questionnaire that could be sent to patients electronically.
* In similar vein think about questions that could be sent to those patients who have joined the virtual PPG meetings, finding out their views on whether they have found it beneficial; easy to use etc. Simon will turn whatever we can put forward into a questionnaire.
* Look at the current Mountwood website and think about what you find useful and that information that you don't. Is it easy to access and use. Does it flow well and do you find it intuitive e.g. to gather more detail or conversely is it over crowded and confusing, What is missing from the site. Dr Liz says if the task is too big for the PPG to handle in one go please concentrate 'Practice Info' section. [Can I ask that any feedback you have be sent to me so I can gather it together and either circulate it to all for views or make it a meeting topic and discuss around the table] When time is available Dr Liz wants to with Simons help update the website.
* We were asked to think about ways to raise money for The Practice for bits of equipment and the like as the PPG had done successfully in the past. A short debate took place with key input from longest PPG members MP & SS who were part of the fund raising team and they explained about how they ran raffles and a couple of the then fifteen active PPG members would take it turns to give up a morning or afternoon to sell raffle tickets at the Practice having first obtained as many prizes as possible for as little funds as possible. Given the current small number of members they did not deem it possible and this was generally agreed. [Since the meeting I have thought about the idea of Mountwood contacting the virtual members to see if they would help too late for Christmas but not Easter].

1. CB raised once more the issue of access to the Family & Friends questionnaire data, with a view to helping the practice identify common issues raised by patients which may lead to improvements for patients without any undue expenditure or effort on behalf of the practice. [There is nothing worse that asking people what they want and totally ignoring it]
2. CB raised the issue of being able to access own Mountwood data covering illnesses, medications, test results etc which were available on the old system but not PATCHS at present. This led to a general discussion about using the NHS to look at your basic records as does ME and others have used Patient Access and other medical apps for various purposes, albeit the consensus was that the NHA app was generally good.
3. CB mentioned that he had requested PM (Shannon) to make the details of the doctor available on the website in terms of which days/am/pm they were available generally and if any new recruits/temporary were take on with a name where their sex was not obvious make it clear at least on website.
4. There was a general discussion about the Minutes of the Virtual PPG being on the website and the fact that seemingly none of the things discussed/asked for had happened and how that would be seen by the patients. This led to CB being asked about bringing the PPG Minutes up to date. CB confirmed that in the last of the boxes he had retrieved from a now empty shipping container was the PPG paperwork that got put into store in error when he moved and he would have them ready to be uploaded asap.
5. CB made a statement re the distribution of PPG funds Item 1 above, that before that happened, he wanted to get a new PPG agreement in place as the original and current document is dated 1999 and there is no mention of the Practice paying the PPG for incidentals (albeit pre agreed) and whilst we maintained the small sum mentioned above that we could make our own decisions about having new literature printed through to attending the annual NAPP conference. In essence that is the only structural change whereas, other items have been extended in the light of experience over recent years. Dr Liz was given a copy some months ago and further copies are available.
6. The meeting was joined by PM Shannon Hanbury who was asked about how non repeat prescriptions or essential medicines could be ordered and she explained that she was working on a solution and hoped to be able to roll it out before the end of March 2023.
7. PM informed meeting that there was the NHS initiative to have effectively a full transcript of patient/doctor discussions which had not been fully thought out e.g. like most professions doctors use medical acronyms that lay people would not understand and then there were situations where carers or parents who had access to a patient's notes and in doing so breaches areas of confidentiality.
8. PM spoke about the possibility of new staff joining the Practice in the New Year which dovetailed with the same information Dr Liz supplied at the last meeting.
9. PM asked if she could use us as a sounding board with regard to the idea of putting messages on the Practice website re any short term disruption to service at Mountwood e.g. doctor off sick and the general consensus was that any short term problem should not broadcast as it did little for the credibility of Practice compared to how the majority of patients would be asked to do overtime or work a Saturday to make up the slack. However, a flu epidemic that wipes out 50% of doctors is a disaster and should be broadcast along with any resolution that was being sort.
10. A discussion took place as to why a patient who requires regular checks e.g. permanent disease management, has to sometimes remind the doctor that it is overdue, is due to the lack of a system which flags these requirements up. Often in today's world where there are greater requirements on doctor hours than doctor hours available, there is less time for the routine matters and the same applies with patients forgetting or being too busy for a blood pressure test say. PM said that she hoped to have a new system in place which will eliminate the need for doctor or patient to remember a review.
11. SS mentioned the Daily Telegraph article about the number of face-to-face appointments taking place compared to audio visual appointments and PM explained that Mountwood figures looked bad and the statistics were misleading due to the way the data was entered into the system by different practices. Some of entries made by Mountwood were for admin slots which skewed the results. [Last month figures supplied by a national survey comparing practices nationally and then in close knit areas and lastly each individual practice showed that Mountwood came out ahead of the local and national figures in twelve of the eighteen categories. In three of the other six categories Mountwood equalled or drew with one or both of the others.]
12. PM mentioned that the flu vaccine take-up had been very poor this year according to surgeries around and this is a cause of great concern when the nation is short of GP's [and unfortunately this in the short term includes Mountwood since Dr Allen made his decision to retire last month.]

N.B. anything in [] has been added by CB during the course of writing the notes that were taken kindly by SS.

Next meeting was set for 14:15 on Thursday 5th January 2023