

## **PATIENT PARTICIPATION GROUP**

### **MEETING – 12<sup>th</sup> October 2017**

**In Attendance:** Geoffrey Johnson (Chairman), Michael May, Maria Ditch, David Green, Chris Jones (Practice Manager), Rachel Mather (Communication & Engagement Officer – CCG)

**Apologies:** Gillian Dart

1. The Chairman welcomed everyone to the meeting and took apologies from Gillian Dart.
2. The minutes of the previous meeting were approved by the members.
3. The Chairman had asked CJ (Chris Jones) to prepare a synopsis of missed appointments over the last 3 months.

This was discussed at length with the members around the amount of appointments missed by patients.

CJ advised the members that most of the missed appointments would have had a text reminder the day before their appointment and also they would receive a text to tell them that they had not attended the appointment. Also in an ideal world it would be great if we could send letters to patients, say, after 3 missed appointments but this would be very time consuming to monitor and expensive re. postage etc.

It was suggested that maybe the reminder text the day before the appointment could be changed to read "if you no longer require this appointment please contact the surgery to cancel".

CJ would look into this and see if this is possible.

The chairman also asked about the Consultant Connect service. CJ advised that this was now in place and all GP's had the dedicated number for our surgery to use this service.

With regard to the online video consultations – yes camera in place but as yet no further information about when these will be starting.

Maria Ditch member of the committee brought up the subject of having an advocate for older patients with regard to online services etc. as a lot of older people do not have and will not have access to computers.

4. The Chairman brought in a leaflet from another meeting (Helping you keep well) and was concerned about the amount of services that are no longer done routinely and needed a review by a consultant to see if it would meet certain criteria before an appointment would be given.

Rachel Mather advised that she was involved with this leaflet and unfortunately this was the way things were going at the moment within the NHS as appointments need to be monitored

and patients given appointment further into the future and this is a way of assessing whose needs are greater and who should be seen as priority etc.

The Chairman also brought in a booklet which is A Patient Held Record which should be given to patients who have COPD. CJ to ask the practice nurse whether she has any and if she gives them to patients.

5. The Chairman enquired as to whether the practice was involved in the Care Navigation Scheme.

CJ advised that yes we were involved and 4 members of staff had the licence to be Care Navigators and had had all the necessary training and that this would be going live on Monday 16<sup>th</sup> October here in the surgery. CJ advised that there would probably be some patient resistance to this but it is a very good tool to get patients to the right service straight away rather than having a GP appointment for something that is not really necessary.

6. Rachel Mather introduced herself and explained who she was and what role she played within the CCG.

She advised the members that they had held the Annual General Meeting and this for the first time had been open to the public to attend. There were roughly 100 people at the meeting and the board members were impressed with this and some good discussions took place in the public forum.

She spoke briefly about the Doncaster Place Plan which is in place to try to integrate services between NHS/Social Services/DMBC. This appears to be working and things are getting more cohesive between the services.

She spoke about "Healthwatch" who are a service that can help the public with a wide variety of matters. The Chairman was going to contact Healthwatch and ask if a member of their team could come to the next meeting and advise exactly what they were about and what they could help with.

She gave the members of the board a contact for NHS Commissioners who are setting up a Citizens Panel – [bit.ly/2wD9uBI](http://bit.ly/2wD9uBI). They were asking for volunteers to join the committee but unfortunately the closing date is the 13<sup>th</sup> October 2017.

7. The Chairman reported that PPG Network meeting had had a talk from Andy Collins and he had mentioned the problem of substance misuse and drink problems in and around Doncaster, when The St Leger Festival was taking place in September the drink problem was increased by 50%. There is a Change for Life building in Waterdale where people with excessive drink were taken by the police or ambulance service to be sobered up instead of being taken to hospital A&E.

David Green thought it might be a good idea to ask Doncaster Racecourse to contribute for the week of the Festival to contribute to having a bus in the town centre for such cases.

8. There was no other business.
9. The next meeting will be held on the **11<sup>th</sup> January 2018.**