Heathfielde Patient Participation Group

Minutes of Meeting No. 12 held at Heathfielde on Monday 16 March 2015

Present:

Heathfielde – Dr Simon Gibeon

Dr Lisa Anderson

Dr Shamila Perera

PPG - Stewart Block (Chairman)

Gillian Jordan

Keren Lewin

Mary Ogle

Lyn Tobin

Cllr Graham Old

Apologies: PPG

Gillian Livingstone

Michael Fishman

Norman Roback

Lawrence & Tessa Gould-Hacker

Alan Blacher

1. Introductions

Mutual introductions were made.

Mr Block reminded the meeting that the remit of the PPG, as had previously been agreed, is to work with the practice staff to help them help us. It is not a political forum nor a forum to air detailed individual issues save that a general principle can be derived from one or more individual issues.

2. Minutes of Last Meeting:

The minutes of the meeting in held on Monday 8 December 2014 were approved.

1. Matters Arising

There were no matters arising not on the Agenda.

1. Patient Participation Event

As noted in his earlier circulated e-mail Mr Block, due to a prior business commitment, had not be able to attend the Patient Participation Event on 25th February at Avenue House. Gillian Livingstone attended the meeting and passed on to Mr Block a brief report and the papers circulated. Mr Block also received a debrief from the Barnet HealthWatch Primary Care Group of

which he is Co-Chair. This well-attended meeting was organized by Barnet Clinical Commissioning Group and HealthWatch Barnet with speakers from the CCG, NAPP a PPG chair and a practice manager. Various presentations offered practical advice on how PPGs could effectively work with GP practices. Mr Block said that he would circulate copies of the various presentations so that our next PPG meeting could review and discuss what might be appropriate for Heathfielde.

The CCG will work to ensure better co-operation between Barnet PPGs in particular to improve patient engagement in primary care.

One of the particular issues for Heathfielde is to make the PPG member profile more representative of the total patient cohort and to get more active members. We also need to review the venue and timing; a one hour meeting does not allow sufficient time for discussion.

ACTION: Mr Block

1. “Friends & Family Test

Dr Perera reported that the initial results of the first “Friends & Family” test showed that a majority of patients (85%) completing this unscientific survey would recommend Heathfielde. There were 72 useable responses, The free form comments were not available for analysis. The results were not yet available on the NHS England web site.

In discussion it was explained that this is an unscientific study, there is no control on where and when the feedback forms are completed. Hence, comparison between GP practices may not be possible but a limited longitudinal study of one practice may be more useful.

Mr Block noted that it would be useful to review the free-form comments on an anonymized basis.

ACTION: Mr Block & Dr Perera

1. Action Plan

Dr Perera will be updating the Action Plan for review with the PPG

ACTION: Dr Perera

1. The Appointments System

Dr Perera reminded the meeting that a new appointments system had been instigated on ! November 2014 and reviewed in January. Dr Perera said that this review showed that patients are happy with the new system. Mr Block asked what were the success criteria and how evaluated.

At the previous meeting it was noted that not all “urgent” appointments (as defined by the patient) are actually urgent. Following a suggestion from Mr Block, Dr Perera carried out a survey of urgent appointments. “Urgent” as defined by the patient in making the appointment with a doctor’s opinion on whether or not the appointment was actually urgent. Of 299 “urgent” appointments 20 did not turn up! (DNA – Did Not Arrive). Of the remainder only 39% were urgent. Both Dr Gibeon and Dr Anderson agreed that the high number of non-urgent patients presenting as urgent was a concern. In discussion it was agreed that there are two issues; the level of DNA’s and the understanding by patients of what is urgent and what non urgent.

In response to a question from Dr Gibeon, Dr Perera said that she did not know the current level of DNAs – Dr Gibeon suggested that this be produced on a regular basis.

Discussing urgent/non-urgent it was clear that the definition of “urgent” is an individual subjective measure, how could patients be communicated with and educated? At the suggestion of Mr Block it was agreed to set up a sub-group under Gilly Jordan to look at this issue. Keren Lewin and Mary Ogle agreed to join this group. A meeting would be arranged and they would report back to the next PPG meeting.

ACTION. DNA’s – Dr Perera

Urgent/non-Urgent – Gilly Jordan/Mary Ogle/Keren Lewin/Stewart Block

1. AOB;

# Mr Block reported that he had recently been honoured with a Barnet Civic Award as Co-Chair of Barnet HealthWatch Primary Care Group for the report on “Access to GPs in Barnet”. The authors had presented this report to Jane Ellison, Parliamentary Under Secretary of State for Public Health. The Minister was arranging for a further meeting to include Prof Steve Field, Chief Inspector of General Practice, CQC

CQC Inspection: Heathfielde had not yet been notified of an inspection date.

1. Date of Next Meeting

7pm, Monday 18th May at Heathfielde