

**MOSS VALLEY MEDICAL PRACTICE PPG**

**GOSFORTH VALLEY MEDICAL PRACTICE PPG**

**Date: 5th September 2017**

**Venue: Moss Valley Medical Practice, Gosber Road, Eckington, S21 4BZ**

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| **Present:**Tony Cross (Chair)Mick DownShelley HinsonJohn Hutchinson (Minutes)Glyn JonesWendy JonesHoward MillsMary MilnerJohn NeedhamSybil RyallsMike SimmsDr Louise MossSusan Airns (Assistant Practice Manager – MVMP)Carol Mycock (Assistant Practice Manager – GVMP) | **Apologies:**Pat BoyleCherie DownDavid HumphreysAnne HumphreysJeremy KenyonHelen LaneJenny MillsMichelle OglesbyStuart Tilley (Practice Manager) |

1/ Chairman’s welcome and apologies

The Chair welcomed all present and announced apologies received.

2/ Minutes of last meetings

Minutes of the MVPPG held on 27th June 2017 & of the meeting of GVPPG held on 15th June 2017 were both approved.

Stuart to be asked to ensure both sets of minutes were circulated to all members of both practices’ PPGs.

3/ Matters Arising

a/ Place-Based Care Steering Group (Dronfield/Eckington/Killamarsh)

The Chair reported that the Boards of North Derbyshire and Hardwick CCGs had both approved the proposals that had been subjects of public consultation over many months, to replace some hospital-based care with community based care, at a public meeting at the Council Offices, Matlock, on 24 July 2017. Detailed proposals were to be developed. Implementation over a period of up to 5 years was envisaged. The assurance had been given that no current services would be discontinued until replacement services were in place. The meeting expressed scepticism as to how that assurance could be reconciled with the financial savings required from the changes.

b/ Health Information Evenings

The Health and Wellbeing event, which it had been agreed would be held in Eckington in September, had been cancelled after reconsidering experience of the similar event held in Dronfield in June.

Shelley Hinson reported that a ‘Great Dronfield get-together’ was being planned for Dronfield residents aged 40+ and in need of support/assistance, to provide details of support services, clubs etc. that were available. It was anticipated that c.30 services, both social & clinical, would be represented. Invitation would be to ‘referred’ candidates only.

c/ July 2017 PPG newsletter

Copies were available in the MVMP waiting areas and copies were to be sent to GVMP.

d/ Dementia

Some Dementia-Friendly signs were on display in the MVMP waiting areas.

The Chair referred to the Dementia newsletter - a guide to understanding dementia and providing information about support available - produced by a group of Dementia Friends attached to the Crich, Derbyshire, Medical Practice, which had been presented to the last meeting by Helen Lane. Helen had confirmed that the Crich Group would be amenable to the idea of The Valleys MP adapting the publication for distribution to its patients, and Helen had agreed to work-up a draft for consideration. Music therapy afternoons were also being offered by the Crich group, but whether that activity would be of interest to MV/GV remained uncertain.

4/ Practice Update

 Details of imminent changes to personnel had been circulated with the agenda, prior to the meeting.

5/ Rude & Aggressive Patients

It was noted that both MVMP and GVMP was each operating a zero-tolerance policy to unacceptable behavior by patients. The Assistant Practice Managers reported that each incident was considered in the context of its particular circumstances, taking account of any extenuating factors e.g. medication. A letter being issued in such circumstances, to offending patients, was tabled and was considered by the meeting to be acceptable. The Chair asked and Carol and Susan confirmed that each incident was addressed with the patient concerned, verbally, at the earliest opportunity i.e. asap after the incident had taken place, and before the letter was sent. Mary offered to discuss with Stuart, possible conflict resolution training for Practice staff.

6/ Patients’ non-attendance for appointments (DNAs)

The Chair reported statistics re recent DNAs, as below:
June: MV 268, GV 59
July: MV 258, GV 52
August (to 21/8): MV 182 GV 52
The situation remained unacceptable, if usual. It was suggested that the Practices might do research into the demographics behind the figures.
It was also suggested that wording of the reminder texts sent to patients, prior to the dates of appointments, be changed from:” for queries, phone……” , to: “ to cancel, phone…….”. Glyn Jones urged that text messages should also provide indication of the cost of each missed appointment and it was understood that the Practice would provide a figure, prior to the matter being discussed at the next meeting.
It was observed that, as some people change their mobile telephone numbers from time to time, it might be prudent to check current numbers when appointments were made.

7/ Results of latest National Patient Satisfaction Survey – published July 2017

A summary of the results of the Survey was tabled. For the first time, the results of MVMP and GVMP had been consolidated and at face value didn’t make good reading. The Chair reported that a total of 8216 questionnaires had been sent out by NHS England, to a selection of patients of each of 36 providers of primary care in North Derbyshire (via later email to those present, amended to 35), and that 4190 had been returned \*\*. Assuming total patient population in North Derbyshire of around 300,000, active participation in the Survey had been about 1.5%, which was similar to the situation when a similar Survey was last considered by MVPPG, and was again believed to be too small a sample to be meaningful statistically. It was suggested that in-house surveys be arranged, which would be likely to be more useful to MV and GV Practices. \*\* Susan agreed to provide figures specific to The Valleys.

8/ AOB

a/ MV and GV Practices’ opening hours

It was suggested that both practices should open their doors 5-10 minutes before the first appointment time each day, so that patients did not have to wait outside. It was agreed by Practices’ representatives present to be a sensible idea, subject to staff availability.

b/ Push Doctor Online consultations

The Chair reported brief details of an available online service - brought to his attention by Jeremy Kenyon – whereby, for a cost of £20 for an initial consultation, a patient could “see” a doctor within 6 minutes, for a video consultation **(**<https://www.pushdoctor.co.uk/>**)**. **The service’s GPs (who were said to be NHS trained and whose ‘regular jobs’ were in NHS, or private clinics) were available 6am-11pm, 365 days a year. The length of an initial appointment was unclear, but an additional 10 minutes would cost an additional £20. Online customer reviews were excellent. Additional costs would be incurred for a prescription (£8 admin fee) and for any referral/sick note (£15). It was understood that The Valleys would not endorse such a facility. Apparently, Jeremy had been informed via the local NHS IT committee, that local practices had been provided with equipment to enable consultations by video, but The Valleys appeared to be unenthusiastic about developing the facility.**

9/ Dates of next meetings

MVPPG – Tuesday 14th November 2017, 6.30pm - 8.30pm.
GVPPG – Thursday 7th December 2017, 6.30pm - 8pm.