

**DEDDINGTON HEALTH CENTRE PATIENT PARTICIPATION GROUP.**

**MINUTES OF THE MEETING OF TUESDAY 24<sup>th</sup> JANUARY 2017.**

Attending. Melanie (Practice Manager), Julie-Ann Howe, John Webb, E Short.

Apologies Anita Higham, Claire Hall.

Minutes of the previous meeting Accepted as a true record.

Matters arising. None.

- No-show of patients. There was some discussion as to what could be done about patients that booked appointments and did not turn up to keep them. There were two points arising. Some patients were reluctant to discuss their ailments with the receptionist and so took a doctors appointment and were then channelled to a nurse or other clinician so that a doctor's appointment was "wasted", and the other was people who just did not keep their appointment. This wasted doctor's time in both cases. How we tackled patients who would not talk to the receptionist was a difficult issue and one that the practice manager thought required a careful approach and will talk about this more in the Practice. In the case of people who did not attend appointments John Webb said he thought stringent measures should be taken as most people walked around with a mobile 'phone stuck to their hand so it wasn't difficult for them to call the practice if they were not attending. He also stated that the ultimate sanction of being struck off the patient list, or a public shaming on a list in the reception area should be considered. In December there were 45 GP appointments that were not kept and 55 nurse appointments not kept either. Julie-Ann stated that a more positive approach should be considered such as texting people the previous day to remind them and suggested other "positive" considerations were the way forward rather than sanctions. Melanie stated that there were already systems in place to remind patients of appointments and further actions could be considered, the Practice is currently having another push on signing up patients for Patient Access and sms messaging. John asked how anyone could forget they were ill in the first place and considered it ill mannered to not keep appointments when booked or have the decency to cancel them and let someone else take the appointment.
- Pharmacies in the area. The Practice Manager stated that the reason we were sometimes threatened was that we were only a dispensary.
- Julie-Anne talked about "The Big Conversation" regarding the future of health provision in Oxfordshire and stated that a series of meetings were scheduled in the coming months in many locations around the county. Two were in Banbury, one the next evening and one in March to which the public were invited. She was adamant that no decisions as to future provision had been taken, but there was a framework as to what was affordable and it was up to the public to make their wishes known so that provision could be made that was satisfactory to all.

- Observations on the Pharmacy. Mr Short asked if there was a staffing issue in the Pharmacy as he believed he did not see the same dispenser twice in a row. The Practice Manager stated that apart from the recent recruitment (now several months ago) was our new Apprentice. The team is now very stable. Many staff only work on a part-time basis, so perhaps this was the reason that the same staff were not on duty at each visit.
- Slowness of the Health Centre internet system. A query about some parts of the Health Centre internet system having a slow response was put forward and this would be investigated and rectified.
- Out Premises. The Health Centre was not big enough for all of our doctors and health practitioners and plans were afoot to expand the building. We have recently got Dr Alia Butt back working for us which was a pleasant and welcome surprise but she is “hot desking” in another doctors’ room which was not practical. Also other services provided by the practice were lacking space and need expanded accommodation. Some services may be asked to move out all together, and some of our services may have to be re-located temporarily whilst the building work takes place. This is an ongoing circumstance.
- GP evening rota. GP’s were supposed to expand opening hours to include 6-30 to 8-00pm opening hours but there was an “opt out” clause in the instruction and the Banbury practices had done so. This meant that all of their patients could come to Deddington for evening surgeries thereby denying our patients the opportunity of evening appointments. It had been decided that until this situation was resolved our Health Centre would not open either and a resolution from higher authority would be sought. We are currently trialling being part of the North Oxfordshire rota and will open on alternative Wednesday evenings.
- Makeup of the PPG. John stated that although other forms of contact had been investigated and tried such as outreach meetings our PPG did not reflect our patient database. It was decided that one of us, (Mr Short) would write a contribution for the forthcoming newsletter to try to encourage greater participation of users from across the age and diversity spectrum.
- Any other business. None.