

Minutes of the 3rd Manor View Patients Participation Group Committee (MVPPGC)
5.45pm 10th December 2015 at Manor View Practice

Present

Richard Beeden, Joan Manning, Brian Richards, Jesse Anthony, Chloe Walters

1. Welcome to new Member

Richard introduced our new member, Chloe Walters, and welcomed her to the meeting.

2. Update of Committee in brief and contact details

Richard asked Chloe to complete her contact details in the format used for other members. He will then circulate.

3. Apologies for Absence

Apologies had been received from Radhika Biswas, Colin Stodel and John Perry

4. Minutes, Actions and matters arising from last meeting

- Minutes :There were no comments or corrections to the Minutes of the 10th September Meeting.
- Actions :
 - Action 1.2 (Vice-chair to seek additional member) – complete
 - Action 1.3 (Vice-chair to prepare briefing on CCGs etc)- Richard wished this to be addressed later in the meeting
 - Action 2.1 (Chairman to invite input etc for next meeting with practice) – Complete
 - Action 2.2 (Chairman to talk to Practice about establishing a PPG Budget Item in their accounts) – cancelled; the Practice did not wish to do this.
 - Action 2.3 (Chairman to discuss with the Practice the idea of regular review of patients' prescription "package" with a view to reducing cost) - Richard wished this to be addressed later in the meeting
- Matters arising
 - Item 4 – Additional PPG Notice Board. The Practice did not wish to pursue this in view of the planned venue change
 - Item 7 – Web-site developments. The Practice has a Facebook page and is happy for it to be managed by the PPG. Richard asked Jesse to contact Sav or Liz to discuss this and report back.
Action 3.1 Jesse
 - Item 8 – Recruitment to the PPG. The Practice would issue the appropriate PPG "Flyer" to patients whose e-mail address is registered and to new patients joining the Practice via the joining pack. They did not wish to couple it to the process for joining EMIS for practical administrative reasons.

5. Notes of Chair and Vice-chair meetings with Practice (15th October 2015)

There was further discussion on the following points from the notes issued by Richard:

Item 6 – Practice Costs. Richard noted that the Practice costs ran at about £1m pa; the cost of prescriptions, hospital referrals etc fell outside this and was monitored and picked up by an external organisation (NHS England via the local CCG). The idea of this is so that the Practice is not disincentivised on such items; NHS England would draw the attention of the Practice to these costs and ask for better control if it was felt they were excessive. Thus, referring to Action 2.3 above, it seems that "cost-reduction driven" review of patients' prescription package would not be appropriate; it would nonetheless still be advisable for patients to seek a regular clinical review of their prescriptions. Brian noted a recent item in the Daily Telegraph highlighting the risks of drugs being prescribed "indefinitely", as the very long-term side effects of many routinely prescribed drugs were simply not known and could be harmful. Jesse said there had been a recent Panorama programme on this topic, and that a GP who had visited his school recently had advised that prescriptions should indeed be regularly reviewed. Joan said qualified pharmacists could undertake prescription reviews in consultation with patients; they

would be knowledgeable on side –effects, possible harmful interactions between drugs etc but were not qualified to undertake clinical reviews.

Richard said we should get a better picture of the whole Practice budget, including these external items, in April 2016. Referring to Action 1.3 above Joan said you can get a clear picture of how NHS England relates to the Practice from the NHS England Web-site; she does not intend to provide a specific briefing on this.

Item 10 c – long waiting times for the telephone to be answered when trying to contact the Practice. Brian said he was sceptical that the “answer within three rings” practice was working, having recently experienced a wait of 30 minutes getting “the number you have called is busy” message followed by 7 minutes of the phone ringing before being answered. Joan defended the Practice, having sat in with the receptionists and observed them at work. However Brian said he felt performance needed some improvement to avoid patient disillusionment and dissatisfaction; he asked, for example, how many lines there were into the Practice, as there needed to be a reasonable match between lines in and receptionists. No-one at the meeting knew; Richard said he would explore this with the Practice.

Action 3.2 Richard

6. Web-site developments

See Item 4 , Matters arising above

7. Talks Programme.

Joan said suggestions for future talks were very welcome; all noted.

8. Newsletter: last one and next

Richard said there had been a very positive response to the last letter. Joan said ideas/ suggestions for the next one were welcome.

9. Budget

No further discussion beyond comments at Item 5

10. AOB

Richard reported that the CQC inspection had gone very well after a lot of preparatory work by the Practice; he and Joan had been in attendance.

Joan said she was looking for ideas for ways in which the practice could improve their support for young people; the Practice is doing its best to “reach out” to them but isn’t sure it is working.

Brian said he felt that, the PPG having been running for some 6 months plus the pre-cursor meetings, it was time we asked ourselves whether we were doing any good for the patients and/or the Practice; there was a risk of becoming self- congratulatory. He felt that some metrics were needed, perhaps responding to the “10 things you get as a PPG member” headings on Richard’s version of the recruitment flyer. Richard agreed that we needed something; Brian agreed to draft something as regards benefits for patients but was not in a good position to do so as regards value of the PPG to the Practice; some ideas from them would be welcome.

Action 3.3 Brian

There being no other business the meeting closed at 6.45