

## **Patient Participation Group – Wednesday 13<sup>th</sup> May 2015 Minutes**

### **Present**

Patients: Mr and Mrs Addy, Mrs H Durn, Ms S Baghirathan, Mr N Theobald, Mr R Hussey

Staff: Mrs A Toumi (Practice Manager), Dr J Parrott (GP), Ms H Stewart (PA to the Practice Manager)

Speakers: Mr D Hull (Care Forum)

Apologies: Mrs S Packer, Mrs A Neate, Mrs S Netcott, Mrs S Hodges, Mr and Mrs Hinsley

### **Items discussed**

#### **1. Agenda items raised by PPG members**

- **No items at this meeting.**

#### **2. Agenda items raised by the practice**

- **Well Aware**

Dan Hull came to speak about the Well Aware service. This is a website and phone number which can both be accessed free-of-charge. They hold a large amount of information about services within the local area (Bristol, South Gloucestershire, Bath & North East Somerset, North Somerset and Somerset). They aim to signpost people to services that can help support their health and wellbeing. This could range from social activities and hobbies, to support for physical, emotional and mental health, to care services and volunteering opportunities.

It is run by the Care Forum, and funded by the CCG. The services can be accessed either through the website (which provides a search engine function which allow you search for particular types of services in a specific area), or by phone (the phone line is manned Monday-Friday 9am-5pm, and a voicemail can be left outside of these times and will be responded to on the next working day).

Dan discussed several cases where input from Well Aware had helped people to find a service that supported their needs and interests, and emphasised that the team were able to dedicate the necessary time to helping each person. Most services on the site are free, but some will have a cost associated with them. The services themselves are not vetted before being displayed on the website, but if any bad experiences are reported to the site then they will work with the local Healthwatch service to investigate the incident, and will remove the listing if necessary (this would only happen rarely).

Website: [www.wellaware.org.uk](http://www.wellaware.org.uk)

Freephone: 0808 808 5252

Thank you very much to Dan for coming along to the meeting!

- **DNA protocol**

The issue of DNAs has been discussed at these meetings before.

'DNA' stands for 'did not attend' and refers to a patient who does not come to their appointment and does not cancel it, resulting in a wasted appointment. We have been displaying the weekly numbers of DNAs in the waiting room and on the website for at least a couple of years now,

but unfortunately this does not seem to have had any impact on the numbers.

Therefore, the practice has been considering an alternative approach. The new suggestion is that a regular search could be run to identify patients who have DNA'd twice or more over the previous 6 months. A warning letter would then be sent to highlight the negative impact of DNAs and inform them that if they DNA again within a set period of time then we will have to ask them to leave the practice. This idea was put to the group for their thoughts. Whilst they generally agreed that some action should be taken, there were some concerns and queries raised about the details of the suggested approach:

- *How would we check that it was appropriate to send out such a letter?* It was recognised that in some cases patients may DNA for a valid and unavoidable reason. This may be an infrequent occurrence or perhaps a result of their ongoing circumstances. Angela explained that each patient would be discussed with a clinician before a letter was sent, so that their personal circumstances were taken into account. She also suggested including a clause in the letter explaining that we realise there may have been a legitimate reason for the DNA and that the patient should contact us and let us know if this was the case, so that this can be considered. The potential for the letter to come across as threatening was raised, and this is something that we are aware we would have to focus on avoiding.
- *How would we identify these patients in the first place?* Unfortunately there is not an easy way to highlight patients who have DNA'd frequently. We are working on developing a satisfactory method, and obviously we can only implement this scheme if we can make it practical to run.
- The cost of a private GP appointment was raised, and we agreed that whilst cost was one factor behind the desire to reduce DNAs the most important goal was to ensure that as many of our appointments as possible are actually made use of – it is particularly frustrating for both staff and patients that these appointments are wasted when other patients could have made use of them.
- There was the suggestion of a trial period followed by evaluation of the impact, which was felt to be sensible. A letter was felt to be a more effective way of targeting people who DNA than information in the waiting room, as it is more direct and personal.

Overall, there was acknowledgement that some further action should be taken to address this issue, but that caution is required to ensure that any measures used are appropriate and proportionate. Thank you very much for an interesting and useful discussion!

- **Rebuild**

Everything is currently on track. Planning is currently underway for the implementation of the phone and IT systems, ordering of furniture, agreeing arrangements with tenants etc. The moving in date should be confirmed in the next couple of weeks – it is looking like it will be the first week of September.

We will have a new website for the Health Centre as a whole, as well as for each practice. The new name will be East Trees Health Centre, which combines aspects of the names of each practice (Eastville and Maytrees) to reflect the fact that the building is a joint venture by the partners of each practice. The new logo was shown to the group. A 'Meet the Builder' event will be taking place soon, but anyone can request to have a look around the site at any time if they would like – if you are interested please pass your details to the practice and we can put you in contact with the team on site!

There was discussion of the 'Useful websites' section of the practice website. It was suggested that Well Aware should be listed, and Ms Baghirathan felt that she would be able to contribute some useful suggestions as well.

- **BP machine**

A local charity has recently provided the practice with a new BP machine. It will be placed in our new waiting area in the new building (most likely in a side room), and patients will be able to take their own BP readings rather than needing to book an appointment. The machine will print your result and this can then be handed to reception to be added to our records.

The practice is very grateful to the charity for this generous donation, and also to Mr and Mrs Addy for putting us in contact with them. Once the machine is installed, we will invite the charity in to take some photos for their magazine, and we will also display a sign identifying the origin of the machine.

### 3. Any other business

- **Pharmacy**

NHS England asked the Practice to forward information to the Chair of the PPG about the proposed relocation of Easton Day and Night Pharmacy to our health centre site. They asked for comments based on certain criteria. Any comments would be shared with the applicant and other interested parties. We don't have an elected PPG Chair and so this was discussed at our meeting with a conclusion from those present that there were no objections. If you would like more information on the application and how to submit comments please send your request to [Maureen.Bell@gp-L81023.nhs.uk](mailto:Maureen.Bell@gp-L81023.nhs.uk). Please note that there is a deadline for submission of comments of 29<sup>th</sup> May.

- **Electronic prescribing**

This service will be available soon at the practice. It means that patients will nominate a pharmacy for their prescriptions to be sent to, and instead of collecting a paper prescription and taking it to the pharmacy themselves, the prescription will be sent electronically directly to the pharmacy. This will be an optional system, and patients can simply continue with paper prescriptions if they would prefer to.

- **Poster in toilets**

Mr Hussey mentioned that a poster in the men's toilet shows someone using a pedal bin, but it looks as though they are opening it with their hands. He felt that this was misleading as the point of a pedal bin is to use your foot and therefore encourage better hygiene. The practice will look into this and consider providing a more appropriate poster.

- **‘Bristol then and now’ and commemorative plaque**  
The ‘Bristol then and now’ website was mentioned as an interesting resource on local history. This raised the subject of a commemorative plaque which a local group (with which Mrs Durn is involved) have requested be placed at the entrance to the new Health Centre, recognising the many who died here when the site was occupied by a workhouse. The practices are in discussions with the group about the best location for the plaque.
- **The next PPG meeting**  
It was agreed that it would be best to hold the next meeting after the move to the new building. We will schedule a date in September, and inform everyone of any changes if this date is not possible. A tour of the new premises was suggested as part of this meeting, and this seemed to be a popular idea.

**Thank you very much to those who attended!**