OAKWOOD MEDICAL CENTRE

PATIENTS PARTICIPATION GROUP

**MINUTES OF MEETING HELD ON 30 AUGUST 2018**

Present:

Monty Meth (Chair), Sian Bevan, Stacey Holding, John Hill, Elena Dellafiora, Rohinton Khajotia, Tom Devine, Lynn Lambert, Marilyn Brewster, Nevin Kaleli, Maria Mitchell,

Apologies: None received.

1. **Introductions –** Mark Warwick, who was to give a talk about discharge from hospital from the carer’s perspective, did not arrive. Sian and Monty to chase up for next meeting.
2. **Minutes of meeting held 21st June 2018 at 9.45am** were approved as a true record.
3. **Matters arising**
	1. **Single Offer**- Sian reported thatEHCL admin systems were now in place, and that the practice had submitted 7 invoices in July for work done between December and June. Payment has yet to be received but Sian expected that it would be paid in September. Invoices will be submitted on a monthly basis until March 2019. Monty advised that the Over 50s Forum wanted to ensure that the funds available were distributed fairly across all practices, not just those that were well organised.
	2. **NHS 70th Birthday Celebrations** – Monty reported that there had been a good turnout on July 4th but was disappointed that no one from our PPG had been able to attend.
	3. **Minor Ailments Scheme** – Tom reported that the scheme was still in operation locally.
4. **FFT**

The July report showed that 89% of patients responding to the survey would recommend OMC to their friends and family (up from 88% at the last meeting). There were 2 negative comments regarding the appointments system and long waiting time on the day of appointment. Sian pointed out that the NHS England target is 90%. John felt that these figures were not truly representative of how the practice is performing. Sian advised that this is the format required by NHS England as part of the service contract. She said that it would be helpful if PPG members could post their opinions on NHS Choices.

1. **DNA Report**

From 22nd June to yesterday’s date, 420 patients did not attend from 5601 booked appointments = 7.5%, up from 6.2% reported at the last meeting. Tom stated that these figures are not a fair representation; there are various reasons why appointments are not kept. Sian reported that 293 of the 420 were multiple DNAs, and that many of these patients suffered from mental health issues. It was agreed to publish the results in the Reception area over the next 3 months and measure the impact.

1. **Emergency Appointments**

Tom raised a query regarding possible abuse of emergency appointments. It was suggested that Sian ask the GPs at their next meeting whether they would run a simple week long survey - or longer if necessary - simply ticking whether the patient they have seen is a genuine emergency - or if they could have waited for a routine appointment. The result would enable us - if necessary - to point out that many so-called emergencies could have waited and are in fact reducing available appointments.

Members of staff on Reception have been experiencing increased hostility and abuse of late, one patient even spat at the receptionist! Sian stated that they are open to suggestions to raise awareness among patients that urgent means urgent, i.e. that it cannot wait until the next day. Emergency appointments are also available at the 3 hubs. Patients also need to take responsibility for ordering their prescriptions in time.

1. **Pharmacy 2 U**

Monty raised a concern about the targeting of patients by this company. By using the NHS logo, it might appear to patients to be part of the NHS. This is an online pharmacy company that sends out your medication, but has no back up advisory service. Several members have received a letter in the post but it is unclear how they are targeting patients.

1. **New GP**

Dr Pearl Akobundu has been appointed to the team. She will take 5 sessions, i.e. Monday, Wednesday and Thursday am. She has been recruited via the Enfield GP Federation. She trained in the NHS and has worked at Southend. The practice still needs 3 more GP sessions.

1. **Flu Vaccines**

Vaccines will be available from the week commencing 17th September. There will not be a Flu Day this year. Patients will be invited to make an appointment.

The Flu vaccine information for this year is as follows:

Adjuvanted Trivalent Influenza Vaccine to be given to adults aged 65 years and over.
Quadrivalent Influenza vaccine to be given to 'At Risk' patients under 65 years, including 6 months to 2 year olds.

Nasal Flu vaccination to be given to 'At Risk' patients between the ages of 2 - 18 years unless otherwise contraindicated. (School age children reception to year 5 are immunised at school).

1. **AOB**

John gave a short training session on how to recognize the signs of a stroke.

ACT F.A.S.T : Face, has the face fallen on one side? Arms, can the patient raise them? Speech, is it slurred? Time, if you notice any of these signs dial 999 now!

 Meeting closed at 10.59am.

 **Next meeting Thursday 21st June at 9.30am**