

**THE PATIENT PARTICIPATION GROUP**  
**MINUTES OF THE MEETING HELD**  
**WEDNESDAY 18TH SEPTEMBER 2019 AT THE SURGERY**

**Attendees:**

Dr Shazia Tahseen	GP Partner	Michael Harris	Patient & Chairman
Jan Bird	Patient	Anne Fox	Patient
Brian Behrens	Patient	Clare Bowling	Patient
Sue Southon	Patient	Sue Osborne	Patient
Nancy Perrin	Patient		
Cathy Smith	Patient	Janet Goodchild	Receptionist & Note Taker

**1. Welcome by Chairman**

Michael welcomed everyone to the meeting particularly Brian who was attending for the first time. Brian then introduced himself to everyone.

**2. Apologies**

No official apologies had been received but it was noted that both Martha & Clive were not in attendance. Janet confirmed that Martha had been in touch to say that she wished to continue with the group. Janet stated that she had not heard anything from the person whose email address had been given to her last December so proposed to take that address off the mailing list.

**3. Minutes of the previous meeting (June 2019)**

The minutes were approved as a true record.

**4. Matters Arising.**

Clive had not yet been able to liaise with Dr Tahseen regarding a possible macro about the DNA'd appointments.

It was asked if anything had been added to the web site about these missed slots; Janet will follow this up and see if this information could be made more prominent.

Cathy had been able to sit in at reception during an afternoon session once a confidentiality agreement had been signed. She said that she thought it to be very busy and stressful for the receptionists. She had noted that patients were calling in at all times for test results; this is despite the telephone message saying to call between 10am & 12 noon. As it is not always possible for patients to call in the morning it was suggested that adding "or between 3.30pm and 5.30pm" could spread the load. Dr Tahseen will authorise this.

Brian suggested that patients could be given a slip with these details on when the blood test etc is taken which would remind them of when to call. This will be actioned by the surgery.

Generally the surgery will call a patient if a follow up is needed e.g. prescription, repeat test or appointment but it is not infallible and it is always worth checking.

Due to recent family issues Clare had not yet been able to sit in on a morning session but will do so as soon as it is feasible.

It was commented that when it working the "Call Back" on the phone system is being seen in a very favourable light, however it is not working in all cases. The telephone company say that this can be down to individual providers. Dr Tahseen asked if she could be notified of specific incidents with the Date, Time & Number called from and she would take this information back to our telephone company for further investigation.

Michael will discuss with Janet / Dr Tahseen how best to approach the CCG regarding the structure of the current building and if any funding could be secured for any alterations. Generally patients are seen in the downstairs consulting rooms but sometimes carefully selected patients may again have to be seen upstairs when there are no mobility issues. Dr Tahseen said that the partners are also considering the possible extension & division of room 2 which could provide an extra consulting room. Sue Southon said that on a previous occasion the CCG had said it was "Pram turning space" and should be remain, but it is worth revisiting.

It was confirmed that there will be no further Saturday appointments at the surgery but under the PCN grouping we do have a dedicated minor illness nurse at Medici and appointments can be booked with her up to 6.30pm on a Friday evening.

Concerns were expressed about not being able to see a GP; if more patients were directed towards the most appropriate clinician whether that be a Minor Illness Nurse, advanced Nurse Practitioner, Community Pharmacist etc this would free up more GP appointments for those that need them. N.B. This is called "Active Signposting" and is being encouraged by the CCG.

We are also still able book evening and weekend appointments at Medici or Gardenia Avenue but GP slots there do go quite quickly.

Sue Southon had very kindly undertaken a survey of the internet appointments that were available each day for booking over a period of time. Some days there were not many and these were all snapped up very quickly.

It was still felt that there were too many patients for too few appointments, Dr Tahseen advised that numbers currently stand at 9736 and that it is a Lutonwide if not Nationwide problem with too few Doctors in the system.

As members had had different experiences it was unclear as to whether or not all calls from the surgery were showing the actual number rather than "private number" Dr Tahseen said that the change should have been actioned by the telephone company and again asked for specific dates, times & number called so that she could follow up on this.

## **5. Practice Report**

Dr Tahseen was happy to report that Sarah an experienced Practice Nurse had

been appointed, as has Rainer a Physician Associate both of whom will enhance the practice team. Rainer is qualified to degree level and can see most patients, . should she or any of the Nurses have any queries or an issue is more complicated than first appears that can easily call on one of the GP's for their help and advice.

A new receptionist has also been appointed and started her training today.

The Registrars, Dr Hussain & Dr Yussouf will come back as part of their rotation.

As the practice had been assessed as "Good" during the last CQC inspection it has not been deemed necessary for a visit to take place at this time and we have therefore been undergoing a regulatory review by telephone.

We now have a new ECG machine and new Ear Syringing equipment so both procedures can again be carried out on site.

## **6. Patient Group Input**

Clare asked how the practice deals with the incidence of children who have not been vaccinated at the appropriate time as this is causing diseases to spread particularly in schools and nurseries.

Dr Tahseen said that the 1st injections are normally carried out once the post natal assessment has been completed at about 8 weeks. Should a parent decline they are asked to discuss this fully with the Nurse and also if necessary with a GP.

We do regular sweeps of the records and contact the parents to book any overdue vaccinations. Some parents however choose to follow the vaccination schedules of their home countries or object for other reasons. Unfortunately it would need to be enshrined in law to make it mandatory.

*For Information the 5 scheduled pre-school vaccinations should be at:  
8 weeks, 12 weeks, 16 weeks, 13 months and 3years 4 months,*

Sue Osborne queried how the "m-jog" app was working, as she gets appointment reminders but the messages have no content. We will ask Denice to look into this.

## **7. Any Other Business**

The Flu vaccinations will be available from October and appointments can be booked as of now for over 65's and those patients with certain medical conditions & carers. Concern was expressed that the Pharmacies have been allocated their vaccines already as this takes revenue away from the surgery.

Michael will write the annual report for approval at the December meeting and the AGM will be in March.

The meeting closed at 7.25pm.

## **8. Date of Next Meeting**

**Wednesday 2nd December 2019, 6.30pm at the Surgery**

*N.B. These minutes have not yet received group approval*