

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 7th May, 2009

1. Attendance

Roger Cowan. Chris Fletcher. Wendie Heading. Dennis Needham (Treasurer). Ron Butler. Dr J.Mann. Katie Slack. Dr Tara George (Chair). Ted Keeton (Secretary).

2. Apologies

Ian & Rae Morton. Anne Small.

3. Meeting held on 2nd April 2009

The minutes were adopted as a true record.

4. Matters arising

a) Advanced booking reminder system

No progress has been made. However, Dr George has been in contact with the Vision software group, authors of the appointments system, who are currently writing software to fulfil this need and have offered this to Blue Dykes as a pilot. Action – Next meeting.

b) Phlebotomy

Management confirmed that the new system will start on 1st June 2009 and will be based at Clay Cross hospital. Five sessions of 3 ½ hours will be provided: Monday and Friday afternoons, Tuesday, Wednesday and Thursday mornings. One member of the practice staff is already qualified to take blood and three members of the admin staff are currently receiving full training. Action – Discharged.

c) Care Plans

Dr George outlined the current and proposed systems. The Community Matron (shared with High Street surgery) has a responsibility to coordinate the level of care needed by and provided to housebound patients who invariably have very complex needs involving a number of agencies. The Matron is currently carrying too much of an administrative burden which is encroaching on her nursing/medical duties.

The practice management felt that a care coordinator with fewer nursing skills but with administrative and communication skills would relieve the Matron from routine tasks and would provide benefit to patients. Accordingly they approached the PCT in March with a view to establishing the post of Care Coordinator within the practice. This was approved, money was made available and the post was to be advertised. To date, the post has not been advertised. After discussion it was proposed (Wendie Heading, seconded Ron Butler) that a letter is sent to the PCT asking for an explanation of the delay. Action – Letter to go, to next meeting.

d) Appointments

The research mentioned by Katie Slack at the last meeting is ongoing.

Dr George told the meeting that the first patient had been removed from the practice list following the procedures adopted for dealing with those patients who fail persistently to attend appointment without notifying the practice (DNAs). A number of other patients are reaching the end of the procedure.

It was noted that the monthly figures for DNAs are showing no improvement and it was hoped that knowledge of the removal of the patient would help to concentrate the minds.

The management team members present agreed that the fact of the removal could be included on the Group notice board.

There followed a long discussion on the constraints imposed by the Department of Health on the sanctions available to practices in these cases, for example, practices are specifically barred from fining patients who fail to attend.

Roger Cowen offered to research the restrictions and guidelines in depth and to report to the next meeting with a proposal to enable the Group to make representation to the DoH and any other relevant bodies. Action – Next Meeting.

e) Quality and Outcomes Framework

Dr George spoke on the methods used to assess the performance of practices and referred to a survey currently being carried out. The practice has no knowledge of the survey content until the results are published. A copy of the survey results will be made available to the group.

5 Practice News

The Practice Manager will be returning from maternity leave shortly and the appointment for a maternity locum for Dr George is in hand.

6 Any other business

The Treasurer Dennis Needham outlined problems in finalising the accounts for the year. Action – Secretary.

7 Next Meeting

Thursday 4th June 2009 at 7.30 p.m.