

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 3rd September, 2009

1. Attendance

Verity Shelton. Katie Slack. Denis Needham (Treasurer). Jean Slater. Ted Keeton (Secretary). Ann Small (Vice Chair). John Kirby. Chris Fletcher. John Mann. Wendie Heading.

The Vice Chair welcomed a new member, John Kirby, to the meeting.

2. Apologies

Roger Cowen (who had submitted his resignation). Ian & Rae Morton. Ron Butler.

3. Meeting held on 2nd July 2009

The minutes were adopted as a true record.

4. Matters arising

a) Advanced booking reminder system

There had been no developments notified from the software company. Verity Shelton expressed her concern on the grounds that such a system, if implemented, might well breach patient confidentiality. Parallels were drawn with dental practices, many of which, already run such a reminder system but it was felt generally that such comparisons were unacceptable. Dr Mann illustrated the problem with an example of a young person who had made an appointment to see a doctor for contraceptive advice and who wished to do so without the knowledge of their parents. A telephone reminder, either personal or automatic could have profound consequences.

Dr Mann undertook to seek guidance from the Ethics Committee of the BMA and from the Local Medical Committee on the question of reminders. Verity Shelton proposed that no further action be taken on the acquisition of a reminder system. The proposal was seconded by Denis Needham and was passed with one abstention.

Action – To next meeting.

b) Formulation of care plans

Practice staff reported no further movement on this matter and the secretary reported that he had received no reply to his letter of 3rd July.

Resolved that a further letter be sent.

c) Appointments

Dr Mann gave an outline of the problems faced by the practice when swine flu was at its peak and the effect on the appointments system.

During this period and in the relative calm that followed, the practice has adopted a system whereby each doctor on each day would have available appointments in the following ratio:

| | |
|---|--------------------------------------|
| 4 | For appointments 2 weeks in advance. |
| 5 | To see the doctor on that day |
| 5 | For appointments 5 days in advance |
| 2 | For emergencies. |

He stressed that this allocation raised no difficulties for patients suffering from acute conditions. He acknowledged that there were never enough appointments and that the routine and non urgent requests would always be problematic.

The DoH states that a practice should be staffed and managed so as to provide 5 appointments per patient per year. Despite best efforts Blue Dykes figure is approximately 3.5 appointments per patient per year.

Whilst Dr Mann had proposed the formation of a steering group to examine the whole question of the availability of appointments, he now felt that the matter should be watched in house to see how matters progressed.

There were encouraging signs from the DNA figures. There has been a steady drop in those failing to attend appointments without notifying the practice. This may be influenced that three patients have been removed from the list following the application of the warning system.

Action – to next meeting.

d) Accounts

The sum of £27 had been handed in and, coupled with staff purchases on the day of last year's vaccination day, a total of £31.80 was handed to the Treasurer. It was agreed that he would open a savings account.

e) Training Day

The training day has been cancelled as a result of the swine flu epidemic, although valuable experience had been gained during the planning.

f) Car parking and congestion

Secretary to contact the DCC.

g) Vaccination clinics

This year's clinics are to be held on 7th and 23rd October 2009. It was resolved that the PPG would provide refreshments (tea, coffee and biscuits) and a book stall.

5 Practice News

- a) The Practice Manager announced that the surgery is now open from 8.00 a.m. to 6.30 p.m. each day, both physically and by telephone. The 30 minute period at the beginning and end of each day will be available for booking appointments, collecting prescriptions and other non clinical requirements.
- b) The maternity locum for Dr George has proved problematic and her vacancy is being filled on a part time basis covering five sessions instead of six.
- c) Interviews will be held shortly for a replacement practice nurse.
- d) Three receptionists are now engaged in phlebotomy.
- e) Psychiatric counselling services will shortly be changing following moves by the PCT.

6 Any other business

- a) John Kirby offered a personal introduction outlining his previous occupation as Head of Microbiology at Calow and as a governor of the hospital

7 Next Meeting

The next meeting will be held on Thursday 1st October 2009 at 7.30 p.m.

Apologies and items for the agenda to Ted Keeton by 29th September 2009 on 01246590191 or to tedkeeton451@btinternet.com