

Patient Participation Group Minutes 11th January 2018

Attendees	Apologies
Guest:	
Locality Support Team Coordinator/Commissioning Manager, Sheffield CCG	

	Action + Date	Initial
<p><u>Person Centred Care Plans</u></p> <p>EH from the CCG thanked us for inviting her. She came to explain the process around the Person Centred Care Plans. They are aimed at patients with long term conditions and complex needs and involves negotiating a care plan to suit each individual. It may require some level of compromise on behalf of the person, their carers, and the health team to provide the 'right' care plan for that person. Patients needing care plans are identified using a scoring system and they are then invited to attend an appointment with our Nurse Practitioner. She will work through a questionnaire with the patient and work out an agreed plan based on the patient's needs. The patient has an equal say in their plan. Not all patients have a clinical need and alternative care plans can be agreed. Alternative social care can also be arranged.</p> <p>The aim of the Person Centred Care Plan is to help a person better manage their own conditions and allows us to target interventions to avoid eg hospital admissions or save on GP appointments. Many social care agencies are involved including Age UK, South Yorkshire Housing and Ship Shape as well as our own Community Support Worker. The "person" is at the centre of this plan and their various needs, social, medical or otherwise are taken account of with better outcomes for the patient.</p> <p>Although funding is limited there are new projects being commissioned eg online support. The Virtual Ward also ties in with these plans as patients are discussed.</p> <p>Leaflets and handouts are available in Reception.</p>		
<p><u>Previous Minutes</u></p> <p>The minutes were agreed from the previous meeting of 4 October 2017.</p>		
<p><u>Virtual Ward</u></p> <p>MCJ explained that the Virtual Ward is a pilot scheme in the Central Locality which our Surgery is part of. The aim of the scheme is to reduce hospital admissions. The success and viability of the scheme is to be reviewed in March.</p>		
<p><u>Mental Health Advice/Emergency</u></p> <p>This service is now up and running. KD our Community Support Worker can also signpost patients to MIND for help and support, especially on the social side.</p>		

<p><u>PPG invitations</u></p> <p>JC and IA found it very useful spending a couple of hours in the surgery reception speaking with the patients. They were able to sign up some more patients who were interested in joining the PPG.</p> <p>It was suggested that they repeat this exercise speaking with the patients informing them about the NHS Choices website, speaking with them about DNA's and asking for any suggestions. JC, CG and IA were all happy to arrange.</p>	JC/CG/IA	
<p><u>DNA leaflet</u></p> <p>The DNA rate was discussed which is a big problem. The PPG are in total support of our policy of removing patients after 3 DNAs and asked us to enforce it. We are reviewing the last 3 months of DNAs and will be sending out warning letters or removing patients as appropriate.</p> <p>It was also agreed that a poster would be displayed in reception about the DNA policy explaining that this is endorsed by the PPG (also in Urdu). This policy is necessary for the effective running of the surgery. We are trying to offer appointments to all patients needing them, and every day have to turn down patients as there are no appointments available. It is very disappointing and a waste of GP/Nurse/Phlebotomy time if patients DNA when the appointment could have been offered to another patient. It is also frustrating when patients complain about the lack of appointments when we see the amount of DNAs.</p>	JM/MCJ JM	
<p><u>Media/Press</u></p> <p>The NHS Choices website is available for patients to leave reviews and for the surgery to respond to those reviews. We have recently had three positive reviews which is an encouragement.</p> <p>MCJ asked that we request that a link be put on our website to take patients to the NHS Choices website.</p>	JM	
<p><u>Patient Comments – Poster</u></p> <p>It was suggested that patient comments taken from the NHS Choices Website, the surgery website, or hand written, be copied on to a poster for reception, with a surgery response.</p>	JM	
<p><u>PPG Neighbourhood</u></p> <p>JC has had feedback from the practices in our neighbourhood that they either do not have a PPG or do not think it would be of benefit to meet together. JC continues to attend the Citywide PPG meetings and pass on any information.</p>		
<p><u>General Practice Information Handout</u></p> <p>JM has produced a handout which is available in reception and could be taken to the Mosque.</p> <p>The patient information folder has also been updated.</p>		
<p><u>Patient Numbers</u></p> <p>MCJ is currently in discussions with the CCG about our list size. There is a discrepancy in the number of patients on our list and the number we get paid for. This discrepancy does not take into consideration the amount of patients with long term conditions and complex needs or the ethnicities of the patients.</p>		

7 Day Care

As part of the plan to provide 7 day GP care Sheffield now has four surgeries around the city who are open out of normal surgery hours (10am-6pm Sat/Sun and 6-10pm weekdays). Surgeries are able to book patients into these surgeries if they have no appointments available. These out of hours surgeries have expanded to also offer nurse, advanced nurse practitioner, health care assistant, phlebotomy and physiotherapy appointments.

Date of Next Meeting

Thursday 10th May 2018 at 1:30pm

A reminder and agenda will be sent out about 10 days prior to the meeting and a text reminder will also be sent one week before. Please let JM know if you would like anything adding to the agenda.

Members - please print your own minutes if received via email.

JM

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

MISSED APPOINTMENTS

Patients are always telling us they find it hard to get an appointment to see a doctor or nurse. However, every day, we have a number of patients who do not attend their appointments. Those appointments could have been offered to somebody who needed them.

Due to the number of patients failing to attend their appointments we have been advised by the Patient Participation Group to enforce our “no tolerance” Policy which is detailed below:

1. A text reminder is always sent the day before an appointment to help you to remember to attend.
2. If you fail to attend one appointment without informing us, we will send you a text informing you that you have missed your appointment and reminding you to cancel your appointment if you are unable to make it. You will also be warned that 3 missed appointments will result in you being removed from our Practice list.
3. If you fail to attend for a second appointment you will receive a second text warning.
4. If you fail to attend a third appointment you will receive a text warning followed by a letter informing you that you have been removed from the Practice List.

This policy has been discussed and agreed with the Patient Participation Group and is designed to help our patients.

This is YOUR surgery and we are trying to help YOU. Please help US by attending or cancelling your appointments.