

St Bartholomew's Medical Centre Manzil Way Oxford OX4 1XB
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<http://www.sbmc.org.uk/ppg.htm>

Patient Participation Group

Minutes *v1.1 FINAL* **of the meeting held on** **Monday 13th August 2012 at 6.00pm** **at the Practice.**

(LARGE PRINT VERSION AVAILABLE ON REQUEST)

Present:

1. Sandra Borayska
2. Geraldine Coggins
3. Nycky Edleston (Chair)
4. Anton Glinksi (Practice Manager)
5. Phillip Kelly
6. Janet Ledger
7. Patsie Law
8. Tia MacGregor
9. Jackie Scarrott
10. Paul Scarrott
11. Nick Walker (Secretary)

Apologies

None

Previous Minutes

The previous minutes of 26th June 2012 were signed after minor corrections.

Matters Arising

Glossary – Anton explained that the copy of a glossary he had was too complicated and out of date. The group therefore decided to try and not use too many acronyms in future.

Sunken brickwork at St Bart's entrance. This has been noted – it is the Practice's responsibility and will be fixed by in the future.

Phone System

The Practice has now had a demonstration of the proposed new phone system and the Partners have agreed the choice of specification. It is expected to be installed by the end of October 2012 (after Brookes student registration in September).

It features call waiting prompts, drop-back groups (diverting calls to back office/other staff), text reminders, call waiting times, and patient records can be linked to the caller identification. It will not support tone dial caller option menus.

The PPG would look in the future at incentives for minimizing missed appointments.

The system of under-booking surgeries to allow for the overrun of appointments was discussed. However the Practice doctors felt that longer appointments wouldn't resolve things as they simply wouldn't get through the number of patients needing seen. A single appointment can often last over 10 minutes. The national guidelines from the Department of Health suggest 7 minutes per appointment.

Capitation

Weighted capitation was discussed and the point that students receive a lower weighting because they are generally fairly healthy. Although there are circa 18k patients on SBBMC's books, numbers vary because of Oxford Brookes University student enrollment and completion. Turnover of patients can be 3,000 over a 3 year cycle because of this.

111

The new 111 non-emergency NHS phone service was discussed. It is having a soft launch before being publicised more widely. The Oxfordshire area will be administered by Oxfordshire South Central Ambulance Service. The out-of-hours phone service is not linked to it.

Attendance at PPG meetings

It was agreed that 4 no shows (regardless of whether apologies are given or not) would mean people are taken off the PPG membership.

PPG Membership

Nick would invite more members to join to try and create a bigger membership which would counteract no-shows at PPG meetings. We will aim for a membership of more than the current 12 members. Anton and Tia are not counted as members of the group.

CCG

Anton brought a list of Clinical Commissioning Group members to the meeting and spoke on this subject.

Communication

Issues with patients ringing into local hospitals to cancel their appointments at out-patients surgeries, but then the cancellation message not getting through, were discussed. There may be a problem with some of the information systems in use. The target from referral to completion is 18 weeks, with an out-patient appointment target of 6 weeks.

PPG information sharing

Sharing information with other Oxfordshire PPG groups was discussed.

Care Quality Commission Registration

The Practice will submit its registration documentation in October 2012.

New Chair

Patsie was elected as the new Chair of the PPG group. The initial term will be for 6 months. Nycky was thanked by the group for her work since the establishing of the group.

Reception area

The rather haphazard layout of reminders and posters on the flipchart easel was discussed. The policy on not using mobile phones for voice calls while waiting was stressed.

Nurse appointment times

These were discussed.

Travel Clinics

The times of these appointments had recently been changed, with more advice now available online instead, to try and free up more patient time. There is no profit for the Practice in operating these clinics.

The meeting ended at 7.30pm

Date of next Meeting

1.00pm (sharp) on Monday 15th October 2012 at the Practice

Action Points from the SBB-PPG meeting held on Monday 13th August 2012 v1.0

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