

## DUKINFIELD MEDICAL CENTRE

### MEETING INFORMATION

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**Objective:** PPG Meeting

**Date:** 3<sup>Rd</sup> July 2018

**Location:** St Johns

**Time:** 1.30pm-3.30pm

**Chair:** Julie Pregnall

**Note Taker:** Sheila

### MINUTES

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Those attending are noted on the Attendance Record. Julie welcomed new members to the meeting and as a courtesy everyone introduced themselves. Some of the new attendees were unsure of the purpose of the meeting and stated that they had some concerns about recent incidents and wanted to discuss them. Bernard briefly outlined the aims and purpose of the Group and his role as Chairman. Unfortunately due to his personal situation he had been unavailable to attend the previous 2 meetings and said that he would be prepared to stand down from his role as Chairperson should anyone else wish to take it on. He said that he felt strongly though that the meetings should have some formality, be structured and appropriately documented. The meeting was happy with the status quo.

#### **Minutes of the previous meeting**

Held on 1st May 2018 were approved as a correct record.

#### **Matters Arising and Agenda Items**

##### **Care Navigation Feedback**

Julie reported that following on from the trial which was detailed at the previous meeting it had been decided to continue with current practice and to continue to monitor patient satisfaction.

##### **Local Community Groups**

(Background: It was acknowledged that we cannot reach all corners of the Practice patients with a single strategy, i.e. technology, and it was felt it would be useful to contact other community groups within the Dukinfield area as a means of reaching out to patients and/or interested parties who may be involved in such groups. It would also provide a valuable resource of a broad index of other community groups in the area.)

Unfortunately, due to the difficulties reported at the last meeting, no progress had been made with local Home Watch organisations. Keith confirmed that he continues to pursue various appropriate officials but acknowledged that the whole issue does

not appear to be prioritised. He will though at least raise the issues and importance of reaching out to other groups within his Home Watch group.

Amrit was unable to report further on the Indian Community Centre.

Julie summarised that this issue would remain on the agenda as a standing item for future meetings. She felt that it had been a worthwhile exercise and felt it showed that Ashton and Hyde areas seemed to be better served than Dukinfield but that there was still plenty of relevant activity available.

### **Health Promotion Event and Marketing**

- Julie reported that the Practice continues to promote access to the website as a valuable means of information and advice. Business cards are available in the surgery to hand out to patients when possible. It was pointed out that this did not capture those patients who chose to use a nominated pharmacist. Julie noted the comments and will action additional distribution. Work has been ongoing for over 4 months to monitor how people access and use the website and will be reviewed again in August 2018
- The Practice Newsletter has been produced. Final checks have to be made to ensure systems comply with the new General Data Protection Regulation.

### **GDPR**

In general, the NHS does not have to introduce significant changes to their practice in order to comply. Julie reported that the Practice feels that it is not heavily impacted by the introduction of this change, as specific consent is not required for most of the actions directly relating to patients care.

### **Working Groups**

A meeting had taken place to look at the way this year's flu clinic will run. Unfortunately, almost immediately after the meeting, the Practice had received direction from NHS England which is contrary to what was discussed, and therefore those issues will need further work.

Julie reported changes such as age-group vaccines and how they will be delivered to the Practice which will make for difficulties in arranging clinics.

This item will be deferred to the next meeting.

Health Promotion Day. Sheila, Di and Lesley had volunteered to participate on this working group. Julie talked about previous events for the benefit of newer members. She suggested that an outdoor event, in Concord Way, was an option for this year's event. Brian said he'd like to be involved and it was suggested that a meeting early in August should be arranged.

## **Queueing System for Same Day appointments**

Lesley outlined an issue she had encountered that related to anomalies created by pre-booked clinics running whilst people are queueing for same day appointments. Julie explained why it was necessary to have the existing systems in place and whilst she acknowledged the difficulties which might be encountered, it was essential that safety regulations are complied with.

This item triggered a wide-ranging discussion on the “walk in” provision and the difficulties it presents for some people, e.g. those phoning in from 9 am onwards, unable to queue, were told that no slots were available. However, Julie reported that there are regularly occasions when she’s checked at 10.30 am and slots have been available. It was generally acknowledged although not ideal, it was recognised that ever since the merger between the two practices was first considered, this service was seen as something that was extremely valuable to most patients and something to be retained at all costs. Bernard asked the meeting how many people were satisfied with the appointments system and 12 said that they were not. However, it was stated that in general, people were satisfied with the Practice.

Julie said that the issue was continuously under review and everyone would welcome any innovative ideas for consideration. She asked Lesley if she was prepared to be the Group’s representative in this forum, and she agreed.

This item will be a standing item for future meetings.

## **Access Outcomes Framework**

Julie reported on changes to the opening times of the Practice. However, these additional clinics will be pre-booked.

## **Other Business**

- Problems with parking close to the Practice were raised and it was acknowledged that although there are 2 ‘blue badge” spaces in one of the 2 Concord Way parking areas, one of them is very badly marked out and difficult to see. Julie said she would see if there was anything could be done to improve this.
- A question was raised about the availability of “Armchair exercise” classes within Dukinfield. Anyone with information about such a class was asked to bring it to the next meeting.
- There were mixed views about the telephone system at the Practice. Monitoring on this issue is carried out routinely.

## **NEXT MEETING**

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Date: Tuesday 4<sup>th</sup> September 2018  
Time: 1.30pm- 3.30pm  
Venue: St Johns Church Conference Centre