

DUKINFIELD MEDICAL CENTRE

PPG MINUTES –

MEETING INFORMATION

Objective: PPG Meeting
Date: 4th September 2018 **Location:** St Johns Church
Time: 1.30pm
Chair: Bernard Nagle
Note Taker: Sheila

MINUTES

Those attending are noted on the Attendance Record.

Minutes of the Previous meeting (3 July 2018)

These were approved as a correct record. It was agreed that the item not included at the previous meeting would be deferred to the next meeting when Lesley could be present to raise the issue. (Sign posting)

Matters Arising

Most issues would be dealt with during the course of the meeting. However, updates were given on the following:

- Parking bays: Julie had been unable to find out who she could contact regarding the poor marking. It was suggested that Lillian Hough may be able to help. Julie promised to continue her efforts!

Agenda

Staff Changes

Julie outlined the staff changes currently taking place. Dr Vidana has now completed his GP training and although he has stayed on to cover holiday absences etc., he will be leaving DMP. Two new GP trainees are joining the practice: Drs Hsu and Burghel. Julie reminded the meeting that these are already qualified doctors who are undertaking their final GP training. Appointments with these doctors will be slightly longer than other doctors to allow them to take full histories in consultation.

Additional reception staff have been recruited to deal with the additional workload created by an increasing patient base. One post has been appointed to, a further one is in the process of being so and it is also hoped to recruit someone to an apprenticeship.

Flu Clinics

Julie reported on the work done by the working group in the light of government guidance and local needs - and previous experience. Patients are divided into priority groups and immunisation will be starting with the highest priority group in September. There will be staggered clinics to avoid congestion for other priority groups. Health monitoring will also be available once again for those who choose to take up the option. Julie was confident that the Practice would hold sufficient stocks of

the vaccine to meet all patient needs. Everyone was reminded that all details would be available on the website. Given some of the negativity associated with last year's clinic the group was urged to reassure friends/family etc. that the different arrangements should offer an improved service.

DMP Health Event

Minutes of that working group's meeting were circulated. Di and Jeff briefly outlined the progress made, and in particular the idea of having a "table" at Morrison's Dukinfield a few days beforehand in order to raise awareness of the event within the local population. Jeff had got agreement from the manager who could see no problem. A suitable venue had been an issue the group had wrestled with and although St John's Church Hall was felt to be the best on offer, Julie suggested that Concord Way site could be an option. Changes to clinical arrangements would be necessary but it was generally agreed that, if possible, this would be an ideal option. Morrison's refurbishment will continue until early October but as the Health event day was pencilled in for November this should not present a problem. Besides the items put forward at the meeting, Jeff suggested that childhood obesity, given its current high profile, could also be included in the information available. Julie was keen to include as many community based groups/services as possible.

Altogether Better

A short video helped put the work of this project/organisation into focus. DMP had been successful in its bid to be included in the local development due to some elements already being well established at the practice. It involves Health Champions being involved in establishing additional services/groups/activities/sign posting with the assistance of Altogether Better, which hopefully will offer support, inclusion etc. to other patients. It offers many advantages, including some funding, and the idea was greeted enthusiastically. It ties in well with the Health Promotion event already planned. Julie will advise the PPG about the next meeting with representatives of the organisation as it is likely to take place before the next PPG meeting in November.

The Group spent time discussing topics relating to what sort of activities could be offered acknowledging it is difficult to keep interest maintained. So many factors can affect success or otherwise. It was accepted though that AB does have expertise and will offer guidance and assistance.

Opening Hours

A successful bid for additional funding has allowed for an increase in the opening hours of DMP. From 1st December (perhaps earlier) the surgery will open at 8 am for an 8.30 am start for "walk in" appointments through to 6.30 pm. This will only be at Concord Way site. The additional times will be available for pre-booked appointments only. The impact will have to be monitored in order to ensure that resources are allocated and tailored according to need.

Julie also wanted to discuss the increased use of telephone consultations, particularly if these were, e.g. to discuss issues relating to a previous face to face consultation (i.e. test results). In general, it was well received, especially if it reduced the length of time before a patient could speak to the medical professional.

Website

Jeff and Julie work together to continually improve the information on the website, though Jeff did acknowledge that monitoring shows the site is not widely used. The question was: "what else is needed"? It was recognised that, in general, if people are content with services, they rarely "comment", only doing so when something goes wrong. Jeff reported on new features that are being included, and drew attention to the many items of information that are listed. He urged the Group to include their many positive comments that are voiced from within it.

Again, the website will be updated with the changes listed above. It was acknowledged that certain groups of people (often older people) don't automatically refer to websites, but it is vital that we keep abreast of technology and continue to offer relevant and timely information through this means.

Any Other Business

Julie was asked how many patients were now registered with DMP. It has now reached almost 11,000.

NEXT MEETING

Date: 6th November 2018

Time: 1.30-3.30pm

Venue: St Johns Conference Centre- Vicarage Drive, Dukinfield