

Practice Participation Group Meeting 17/6/14

Attended by : [REDACTED]
[REDACTED]

The meeting was opened by [REDACTED] who thanked everyone for attending the meeting.

[REDACTED] introduced the new role of Patient Engagement Lead which was to be the responsibility of [REDACTED] it was explained that the aim of the role was to explore the availability of different services for our patients. The aim is to try to reduce the workload of the GP for patients who may benefit more long term input and advice from different sources or counsellors. Patient Engagement Lead will be going out to visit different providers and identifying patients who may benefit from the services available. We are also hoping to invite some speakers to future PPG meetings as she feels this would be to the benefit of our patients.

[REDACTED] (representing her Father who is a patient at Moor Park) Spoke regarding the management of hospital appointments surrounding dementia/elderly patients. The case of an 86 year man with Alzheimers disease who attended a consultant appointment, escorted with his daughter. The patient had his BP, urine and weight checked by the Nurses in the outpatients department, they then had to wait for quite some time before being called in to the Consultant who did not look at the patient, a list of his repeat medication was passed over to the consultant who proceeded to speak in to his Dictaphone. He did not give the patient any kind of examination. He was prompted to show the patient a graph on the computer by the elderly patient who said he would just bring a piece of paper for him to look at next time. His daughter explained that this was not an isolated incident and sometimes her Father can be waiting over one hour in the waiting area to see the consultant. A few days later the patient received an appointment for January 2015 meaning that the elderly 86 year old man is expected to trail out in the cold temperatures and poor weather to be more or less ignored again. His daughter felt that the patient could either come to the GP surgery or be seen by the District Nurse team as due to the Alzheimers disease he finds it confusing and also makes inappropriate comments to other patients who may in the waiting areas. His daughter also felt this was a waste of NHS resources as on observing her Fathers previous hospital appointments his overall condition including diabetes could be monitored with bloods taken at the surgery and passed to the relevant specialists etc. This would Free up appointments for those who really do need and would benefit from being seen. This was discussed by the group.

DNA's and Appointments

The group raised the issue of difficulty getting appointments, it was accepted that if fewer patients failed to attend their appointments without cancelling with us this would have a big impact on the availability of appointments.

Any Other Business

Dr Malik's surgery has changed its name from the 1st June 2014 to Moor Park Medical Practice. Notices have been displayed and patients informed by letter and SMS messages. All the relevant departments have been informed. A new website is being designed to move forward and offer online services

NHS 111 & A&E

The practices continue to help reduce the amount of people who use out of hour services and the A&E department inappropriately. Both Practices have systems in place and will continue to reduce the numbers that attend.

The next PPG would be Thursday 28th August and [REDACTED] has accepted our invitation to be guest speaker at this meeting.

The meeting was closed.