

# Patient Participation Group

- PPG Meeting: Thursday 30<sup>th</sup> October 2014 at 5pm

## **Current Issues Discussed**

### **Dementia Diagnosis**

The group discussed the recent media coverage regarding payments to be made to GPs for each new dementia diagnosis. The process and complexities of diagnosing a patient with dementia was shared with the group. An example was given of a patient who was under the care of two different departments at Ipswich Hospital, and who had both recognised that the patient had dementia but had not made any formal diagnosis.

It is recognised that the GP patient record is still the most centrally held record and therefore essential in auditing patients who may have been seen in secondary care for issues related to dementia, but without a formal diagnosis. As with any health issues it is most beneficial to make a diagnosis as early as possible to monitor, prescribe appropriate medication and help prevent potential further damage and deterioration. As well as the health benefits of early diagnosis there is also social and financial help available when a patient is formally diagnosed, there are services that are available to both the patient and their carer/s and without a diagnosis these services would not be known or made available. This was particularly helpful to one of the group members whose mother has dementia.

### **Accessing Records**

A member of the group was experiencing difficulties when accessing their patient records. This issue will be raised with the IT person to look into and resolve.

### **GP Contracts**

The changes and the implications of the proposed changes in the GP contract was shared with the group. There was an update of the current position and the possibility that services such as, phlebotomy, dressings and ear syringing would no longer be available in primary care. The group agreed that such services would be a great loss to the patient community and would have a significant impact both, in regard to the health impact on patients requiring

these services and the financial implications. The group would be updated on any changes with service provision as and when they happened.

### **Friends and Family**

The group were informed as of 1<sup>st</sup> December 2014 all practices would be contractually bound to provide patients with the opportunity to feedback on services via the NHS Friends and Family test (FFT). The results will be available on NHS Choices. The mandatory questions are:

"How likely are you to recommend our service to friends and family if they needed similar care or treatment?"

You will be invited to respond to the question by choosing one of six options, ranging from "extremely likely" to "extremely unlikely".

You will also have the opportunity to explain why you have given your answer, so please answer any follow-up questions.

### **New Registration Form**

A new 'user friendly' registration form was shared with the group for feedback. It was agreed that it was an improvement on the previous form and would be used with immediate effect for all newly registered patients. The group made some recommendations for improving the form these were taken on board and the changes made.

### **Saturday Walk in Flu Clinic**

There was an unprecedented volume of patients who arrived early for the first walk in flu clinic. As a result it was not possible to catch up as in previous years. There were also no periods of inactivity during the morning, which resulted in a queue forming for the majority of the morning. A group member said that she had waited for approximately 30 minutes which was longer than she has ever waited before. The majority of patients were understanding and were happy to wait for their vaccination. Many people felt that the Ebola virus had been a factor in the volume of patients who attended.

### **Recruitment**

There are several new members of staff who have joined, or who are due to join the clinical team; they are; Dr Cheung, Dr Khalid, Dr Uzokwe, Dr DeSilva and Dr Trigg.

## **Zero Tolerance**

There has been an increase in the number of violent, aggressive incidences where staff have been exposed to unacceptable behavior from a small minority of patients. We will be adhering to the zero tolerance policy in future, when it comes to the way that patients conduct themselves while accessing the services of the practice. In future if a patient is in breach of the registration agreement that is signed when registering with the practice, a letter will be sent out detailing how and when they were in breach of the agreement. This will include patients who fail to attend appointments on multiple occasions. Each incident will be considered individually by the practice manager and only the practice manager will sign and authorize such letters.