

St Luke's Primary Care Centre – Patient Participation Group

Meeting Minutes

November 18, 2014

Present:

Moira Chapman (Chair), Alison Pound (Practice), Christine Churchman, Ray Chapman, Christine Page, Pauline Robinson, Geoffrey Beedell (Patients)

1. Apologies

Liz Tregonning (Patient)

2. Minutes of Meeting dated 16th September

Agreed unanimously

3. Practice Update

- Replacement for Sue Matthews. Initial replacement offer withdrawn. Replacement now starts mid-January as 2 months' notice has to be worked.
- Health Care Assistant (HCA) appointed to replace Maureen on more hours per week (38).
- Further HCA appointed on 30 hrs per week – Induction to commence 20/11/2014.
- Increase in HCA's will free-up Nurses.
- Practice Nurse = off sick until January.
- Another Nurse due to go off for an operation will put pressure on resources over next few months.
- All Paperwork and Headings now changed to St Luke's Primary Care Centre. Practice stamps also changed at cost of c£500.
- Scaffolding still up to replace tiles and brackets. Drains to be looked at when scaffolding is dismantled followed by painting of ground floor and resolving standing water in car park.
- Friends and Family Test to be launched 1st December to replace Patient Survey. Is initiative of NHS England. Completion by Patients will be completely anonymous. Leaflet has been adapted by the Practice. Currently behind Reception and displayed on TV Screen. Practice to report findings to NHS England once per month. 2nd question to be added in c3 months following review with PPG.
- CQC have launched Intelligent Monitoring Reports for all Practices with effect 17th November. Proformas issued to all attendees by AP. To be reviewed at next meeting.
- Monthly Report to Nene Commissioning. AP to bring to next meeting. Statistical information re Appointments, DNAs and Patient Interactions.
- Dr Mackenzie leaving at end of January. Up to 6 months may be covered by Locums. May be advertised in January. All current Patients will need to be re-allocated. Envisaged to be a difficult replacement compounded by Dr Mackenzie also being a qualified trainer. Another Doctor currently contemplating becoming a trainer – must work 5 sessions per week.

4. PPG Actions

Not Discussed

5. Outline Plan going Forward

- PPG Application Form to be simplified by AP removing Ethnicity and Age Groupings. "We welcome people from any background over the age of 18". Application Forms also to be retained behind Reception.
- AP to review e-mail virtual group being set up for communication of PPG matters to Patients using existing PPG e-mail address.
- AP to approach Practice Staff to encourage attendance at future PPG meetings.
- Possibility of PPG attendance at monthly Practice Protected Learning Time (PLT) to be reviewed by AP.

- Possibility of PPG attendance at Practice to encourage Patient take-up of EPS to be considered.
- Awareness Campaign – MC to obtain “Detect” Information from JR to discuss at next meeting.

6. Practice / PPG Website Link

Acknowledged that recent updates resulted in clearer link to PPG activities.

7. Next Meetings

20th January 2015 – To determine Yearly Plan (Interim Meeting)

17th March 2015

16th June 2015

15th September 2015 – AGM

17th November 2015

All meetings to start at 18.15hrs.

Topics to include:

- Promoting new and existing initiatives such as:
 - EPS
 - Automated telephone booking consultation
 - Self check-in
- Assist and encourage completion of Friends and Family Test Forms
- Awareness Campaigns
- Encouraging PPG Membership

8. Any Other Business

CC attending West Locality Engagement Group on 1st December. To be included as Agenda Item at next meeting.