**St Luke’s Primary Care Centre**

**Patient Participation Group Minutes**

**1830hrs – 12 February 2019**

**Attendees:** Sue Hoyle (Chair) (SH)

Bill Haylock (Dep Chair) (BH)

Paul Westley (Secretary) (PW) Dr Rogers (SR)

Alan Bottwood (AB)

Moira Chapman (MC)

Jill Flanders (JF)

Pat Hull (PH)

Pauline Robinson (PR)

Karen Rockell (KR)

Clive Rockell (CR)

Wendy Abel (WA)

**Apologies:** Dr Howesman, Dr Donnelly, Dawn Johnson, Ewa Siwecka, Robert Henry and Mike Pepper.

1. **Welcome and apologies**
2. **Minutes of last meeting (15 Jan 2019)** –Agreed  
   1. **Volunteer Governance –** Nothing more to be done – Green
   2. **Coffee Morning –** first one last week attended by SH and BH. Good

Start and AB to attend this week’s - Green

2.3 **Book Club** – first one was a success – Green

2.4 **NAB resources and signage** etc in hand – Amber

2.5 **PPG Banner** – produced by BH. All agreed it is excellent and another

kept at DPC – Green

2.6 **Surgery Nav Map** – still Amber. (Re-dated to April 19)

2.7 **Trilogy referrals** – SR has used it and wants to speak with partners

about implementation – Amber

2.8 **PPG members to surgery** – Agreed a good idea to recruit and promote. WIFI is surgery not available at this time for NHS Choices. SR to speak to partners – Amber

2.9. **8am appts at same opening time issue** – SR to take to partners having spoken to staff – Amber

2.10 **Receptionists and Health checks** – SR explained that NHS scheme health checks are for 45-60 years olds and by invitation only. There is no such thing as a general health check by a nurse as they are not trained to assess all aspects of a patient’s health, so a GP is best so nothing is missed. BH said he had a leaflet that says 40-74? SR said that maybe that is the case – Green

1. **Innovative Recruitment Accolade for St Luke’s**
   1. Dr Donnelly/Dr Howesman to talk next meeting
2. **Health and Wellbeing Event**
   1. SH reports it is 30th March at the DPC and June Duston Day. All

agreed to support and to recruit for PPG and all PPG initiatives. **Action: SH to arrange.** SH added that she thought it would be good to hand out PPG info forms to new patients applying to the surgery. **Action:** **Sinead to pursue**. Alison Grantham of DPC to come to next PPG meet – agreed to support DPC every way we can.

1. **DPC Fun Day**
   1. 30 June 2019 – all agreed for PPG to be present and support DPC.
2. **Badges etc**
   1. Discussion about PPG badges and Bill handed out leaflets. AB says

that people speak to others if they have their forenames on a badge,

agreed. **Action: Bill to progress cost etc. - Amber**

1. **Chronicle and Echo**
   1. SH reports that the Chronicle and Echo seem to report negatively

and she felt it would be best to approach them directly with

positive news. Agreed. **Action: AB to write and progress.**

1. **PPG Desk**
   1. As discussed as ‘PPG members to surgery’ above.
2. **Three Shires Approach**
   1. The private hospital has approached to send a speaker to the

PPG. Agreed, open minded. **Action: SR to find out more.**

1. **Future Meeting Dates**
   1. Agreed that meetings will avoid holiday blocks like Xmas and

Easter, holidays etc. Next meeting 19 March and then May 14th (Apologies Jill Flanders)

1. **AOB**
   1. Bill handed out local mags with ‘A viewpoint’ PPG article therein.

Agreed he will write another for next publications on the PPG’s achievements.

* 1. **Spare booking in screen –** AB asked about the spare screen

upstairs which is not used. SR reports it has never worked and AB asked if it might be commissioned to supplement the reception one for different heights?  **Action: SR to enquire.**

11.3 **Appointments –** JF explained that whilst we have talked about

achievements there is still a problem getting an appt on the day. So a patient then visits the surgery as they cannot get an appt online or on the phone and then told to return at 2pm! SR says it is a matter of capacity and too few GPs. If all else fails then 111 is the back up to speak with an individual to assess and refer to the surgery if needed. Nurse appts are easier. The phone contract is due for renewal in 18 months and they hope for a better system to help patient navigation.

11.4 KR reports she will attend a Healthwatch meeting soon and it is though

they want to work more closely with PPGs. Healthwatch themes are children with autism, dentists and social care.

**Next Meeting:**  19 March 2019.

**St Luke’s Primary Care Centre Patient Participation Group**

**Action Log**

|  |  |
| --- | --- |
| **Colour coding:**  Red : to do  Amber : in progress  Green : complete  Blue : to hold | **Priority rating**  **of the top three actions :**  **1st, 2nd or 3rd** |

**Pending Actions**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Date Raised** | **Action** | **By whom** | **Target date** | | **Rag rating** |
|  | 12/2/19 | DPC Health and Well Being event 30 March, also June Duston day | SH | March 19 | | Red |
|  | 12/2/19 | Use small unused upstairs booking in screen, downstairs? | Dr Sinead | March 19 | | Red |
|  | 12/2/19 | Give new patients, PPG info amongst application forms | DR Sinead | March 19 | | Red |
|  | 12/2/19 | Three Shire Approach to speak at PPG. To find out more | Dr Sinead | March 19 | | Red |
|  | 122/19 | Chronicle and Echo liaison with positive article | AB | March 19 | | Red |
|  | 12/2/19 | PPG Badges | BH | March 19 | | Amber |
|  | 15/1/19 | Research to consider the effect of 8am surgery opening on 8am appointments. | Dr Tom, and Dr Emma | Feb 19 | | Amber |
|  | 15/1/19 | PPG members to come into the surgery with banner etc (laptop to help people use NHS choices ot possible without WIFI) | Dr Tom | Feb/Mar 19 | | Amber |
|  | 15/1/19 | GP partners to be consulted and more research on Trilogy Referral Scheme | Dr Tom | Feb 19 | | Amber |
|  | 15/1/19 | Queue analysis – pending and monitoring changes just made | SH | Feb 19 | | Blue |
|  | 13/11/18 | Surgery navigation map for patients | Dr Tom | April 19 | | Amber |
|  | 13/11/18 | PO to send NAB contact details for TH to liaise with them about visual impairment training resources for staff. Signage link. | Dr Tom | April 19 | | Amber |
|  | 09/10/18 | Well pharmacy challenges and risk to reputation | PPG | Pending | | Blue |
|  | **Completed Actions** | | | | | |
|  | 15/1/19 | To establish why patients are being told by Reception that Health Checks are not being conducted by Nurses. | Dr Tom and Dr Emma | Feb 19 | | Green |
|  | 13/11/18 | Order PPG banner | BH | Feb 19 | | Green |
|  | 09/10/18 | Book club at Timken Grange. Awaiting first meet | Jill F | Jan 19 | | Green |
|  | 09/10/18 | Coffee Morning – first meeting | Karen R | Feb 19 | | Green |
|  | 09/10/18 | Volunteer governance and volunteer policy e.g. is there a need for online courses. Fact finding to be finalised. | Sue | Feb 19 | | Green |
|  | 13/11/18 | Chair to attend an all staff meeting for introductions | Dr Tom | Jan 19 | | Green |
|  | 09/10/18 | Re the practice booklet – clarify when the new one is updated on the website, currently assumed to be when the new one is published. Print version now needed. | Dr Tom | Feb 19 | | Green |
|  | 13/11/18 | PPG to conduct fault finding analysis of booking in screen. Conducted by surgery | PW | Jan 19 | | Green |
|  | 13/11/18 | TH to establish 10 top reasons for patients waiting to see a receptionist | Dr Tom | Nov 18 | | Green |
|  | 13/11/18 | Place an NHS Choices link on Practice Website for patient feedback | Dr Tom | Nov 18 | | Green |
|  | 09/10/18 | Practice approval for “A viewpoint” Partners to agree then to pass back and then for the PPG to agree what to do with it. Bill to shrink in size now | Bill Haylock | Nov 18 | | Green |
|  | 13/3/18 | Surgery to implement new Facebook Page. | Alison/Janette Ashton | Jan 19 | | Green |
|  | 8/5/18 | New words for PPG webpage to be added | Alison | Oct 18 | | Green |
|  | 10/7/18 | Surgery to publish that Drs also have surgery referrals, paperwork and phone calls to make during surgery time – to be displaying on the TV recurrently | Dr Tom | Nov 18 | | Green |
|  | 10/7/18 | New PPG constitution agreed. To be published on website. | Dr Tom | Oct 18 | | Green | |
|  | 09/10/18 | Put the minutes on website & quicker turn around | Dr Tom | Nov 18 | | Green |
|  | 09/10/18 | Change the web map for practice area | Dr Tom | Nov 18 | | Green |
|  | 09/10/18 | Promoting Health walk. It is currently on the website but add to the TV screen? | Dr Tom | Nov 18 | | Green |
|  | 09/10/18 | St Crispin’s and Duston leaflets:  Bill Haylock will kindly take ongoing responsibility for creating and submitting the 350 word article. | Bill Haylock | End of Oct 18 | | Green |
|  | 09/10/18 | Signing in screen  30 mins early cannot register sign in HENCE A SIGN ABOVE check-in  But find out those limitations ie 1 min late. | Dr Tom | End of Oct 18 | | Green |
|  | 09/10/18 | To look into the extent of need for adding nurse/HCA before the staff names, as this removes the confusion where patients think that their appointment has been incorrectly arrived, as it displays a different name to their own. | Dr Tom | April 19 | | Green |
|  | 09/10/18 | Multiple accounts for the same mobile phone number new registrations appear to not be possible, despite historical ones working well: e.g. husband and wife (consent gained for PID)  Bill and Patricia Haylock. | Dr Tom | Nov 18 | | Green |
|  | 09/10/18 | FDS – a charity are happy to alter the wording to facilitate GP signature without incurring insurance liability. Emma to create suitable wording if possible. | Dr Emma | Nov 18 | | Green |
|  | 09/10/18 | 24/7 phone booking inconsistency needs clarifying whether to push 1 or 3. Clarify and discuss with partners to amend system correctly, as I believe it is to fully cease end October.  On the website needs to accurately represent is it 24 hrs or not…? | Dr Tom | Nov 18 | | Green |
|  | 09/10/18 | Registration timings – better advertising and an explanation that this is to help the busiest times to be avoided for everyone’s benefit. | Dr Tom | Dec 18 | | Green |
|  | 09/10/18 | To look into whether “professionals” in this context non-patients need to wait in the same queue as patients. | Dr Tom | Nov 18 | | Green |
|  | 09/10/18 | TH to ask the Partners about consideration of queue analysis, if considered appropriate, it is something the PPG can potentially help with. | Dr Tom | Nov 18 | | Green |
|  | 09/10/18 | Healthwalk promotion Dr Tom to present at the PLT to encourage clinicians to appropriately recommend patients to participate | Dr Tom | End Oct 18 | | Green |
|  | 09/10/18 | Ask clinical colleagues to contact Robert if they are available to help with the Health Expo | Dr Tom | 10/10/18 | | Green |
|  | 10/7/18 | Organise Art Group | Jackie PPG member | Nov | Green | | |
|  | 10/7/18 | Organise Healthwalk | Karen PPG member | Sept 18 | Green | | |
|  | 30/11/17 | Identify the Locum Drs by name for online bookings | Alison Pound | June 18 | Green | | |
|  | 13/3/18 | Amend Dr Roger’s phone ‘Care Navigation’ message. | Alison with Dr Rogers | Sept 18 | Green | | |
|  | 13/3/18 | Update practice website | Alison | Sept 18 | Green | | |
|  | 13/3/18 | The Practice Booklet to be revised as it is out of date e.g. gives directions to disused surgeries | Alison | Sept 18 | Green | | |
|  | 10/7/18 | Surgery to publish information to pre-warn patients of new repeat prescription procedure. PPG looking for volunteers to help/advise patients at an attended table in the surgery. | Alison and Sue | Sept 18 | Green | | |