**St Luke’s Primary Care Centre**

**Patient Participation Group**

**Minutes of Meeting**

**Tuesday 14th January 2020 6.30pm**

Present: Sue Hoyle (Chair) SH, Bill Haylock (Deputy Chair) BH, Moira Chapman (Secretary) MC, Dr Donnelly ED, Sharon Hennell SH, Alan Bottwood AB, Karen Rockell KR, Pat Hull PH, Pauline Robinson PR, Paul Westley PW

1. **Welcome and apologies**

No Apologies were received

1. **Minutes of last meeting and actions outstanding**

Minutes were agreed.

Navigation map is amber/green finishing touches to be added. X-ray and Blood test differentiated and emergency communication pots on amber. All other actions are green.

1. **PCN Update**

Representative members from St Luke’s, Crescent and Park Avenue met on 19 Nov 2019. This was an introductionary meeting and not all members of the PCN were able to attend. Hopefully more practices can join in next time. The meeting was good with us agreeing initially to hold quarterly meetings, share each other’s PPG minutes, initiatives and good practice but keep our individual PPG’s. The next meeting will be 2nd March and all PCN member PPG’s have been invited to send representation.

1. **Social Prescribing**

Vera the new Social Prescriber gave the following written update.

As we waited a while for the referral process to be the same across the board, i.e. all social prescribers. My support to the patients has started end Nov/beginning of December, so early days but most of the patients I have seen so far have been happy for support, I have supported with information groups, activity groups and arranging first visits at these groups. I am going to support a visually impaired patient to a support group near to her home and help her to pair up with a buddy as she is socially isolated.  Have had many calls with patients about groups running within the community and given them numbers, the patients have felt comfortable enough to make first contact with these groups. I will be following up over the month to see how they have got on.

I’ve been building links with various agencies over the last couple of months, such as the hope centre, Duston community centre, Northamptonshire carers, Restore, Age UK, The mental health team and many more. Now that we are in the new year and all the referral processes are in place, we look forward to helping many more patients and giving more of an update.

A few questions have been asked by the PPG

Home visits- This would be based on patient need. If they are housebound, or cannot get to the surgery for reasons such as social anxiety, we would be the bridge for them and services.

Referral to Trilogy, depending on patient choice. I would definitely refer to the Activity on referral service as I would be seeing patients who may need to have more of an active lifestyle.

There are no set waiting times as social prescribing is not an emergency service. It would be based on patient need.

1. **St Crispin Retirement Village update**

We will attend the village meeting next Monday 20th Jan

1. **Practice Manager Open Surgery**

This was held on 17 December and was very positive with people coming to the surgery to speak to Sharon Hennell Practice Manager. Sharon brought some of the comments to the meeting to look into and will hold another Open Surgery on 22 February. Some of the comments were complementing all staff, lack of parking for mother and baby & signage which we are working on. Sharon will look into the possibility of dedicated mother and baby parking spaces. Also niggles with the phone system were aired and common problem have been highlighted to the supplier.

**ACTION**: SH to look into and monitor the above.

1. **Attendance at Events 2020**

PPG members will attend the following community events again this year held by Duston Parish Council

Health & Wellbeing Fair at Duston Community Centre 28 March

Duston Fun Day, St Luke’s Field 28 June

1. **ECT Suite Update**

This is nearing completion and will then need signage and a deep clean. Expected to be finalised by end of February when and opening event is to be organised.

It was asked how often the curtains will be replaced in the new unit and the surgery. Curtains are replaced every 6 months or before if needed and were last replaced in December 2019.

**ACTION**: SH to look at an opening event.

1. **Apply for Community Project Funding**

It was proposed to apply for Community Project Funding in the name of St Luke’s PPG & partner other i.e. Upton Parish Council. A number of ideas were brought to the meeting and it was agreed to apply for benches on St Crispin’s Field and look into partnering UPC and the BC to provide outdoor gym equipment in the St Crispin area. Idea’s for next financial year’s funding welcome.

**ACTION**: BH to apply for funding for benches

AB to approach UPC & NBC re out door Gym trail in St Crispin, Marina Park area

1. **Veterans Accreditation from RCGP**

Following on from the British Legion’s article on Mr Barrick selling poppies in reception, St Luke’s applied for and have been awarded the Armed Forces veteran friendly accredited GP practice by the Royal College of General Practitioners. Laura Hopwood (Advanced Nurse Practitioner) is the main contact at the Practice for Veterans – supported by Vera (Social Prescriber)

1. **Health Talks Program Feb – Jul 2020**

19 Feb Living a Healthy Lifestyle

19 Mar Living with Joint Pain in Knee & Hip

16 April Living with Hearing Difficulty & Tinnitus

21 May Living with Joint Pain in Back & Shoulder

18 Jun Living through the Menopause

16 Jul Living with Parkinson’s

**ACTION:** MC/SH will continue to arrange a variety of clinical and support speakers in partnership with DPC.

1. **NPEG Update**

My Health Care Directory has been launched by the CCG.

**ACTION**: Surgery to download the app.

1. **Daffodil Standards (Marie Curie/RCGP)**

St Luke’s are working towards obtaining the Daffodil Standard Award in conjunction with Marie Curie & RCGP. There are a number of criteria which the practice needs to achieve to successfully gain this Award which is being worked through.

**ACTION:** ANP Sharon Piele, Vera Social Prescriber and Sarah Frailty Care Manager will be working together to obtain this standard

1. **Food Bank (Duston) Clothes Collection and Personal Care (Hope Centre)**

This was a phenomenal success with many thanks from the Duston Food Bank for your generosity again this year, and 31 bags of coats, hats & gloves and 8 large baskets of personal care delivered to the Hope Centre which was greatly appreciated.

**ACTION:** Ideas for next year

1. **Condolence Cards from the Surgery**

SH proposed to send a condolence card to relatives including appropriate contact details. This was agreed and will be implemented immediately.

1. **Silver Carers Award**

The practice currently holds the Bronze Carers Award which is governed by The Northamptonshire Carers Association. SH is meeting with the Association to go through the finer detail with regard to what is required to obtain Silver status and will be working with other members of the practice team to achieve this. One of the criteria is active involvement by the PPG. SH to put the PPG in touch with The Association to find out what the next steps are.

**ACTION: SH to provide PPG with Carers Association contact**

1. **AOB**

Prescriptions: - Proposed a table under the Prescription Box in the entrance hall to enable the repeat form to be completed. It was agreed to have a trial period.

The repeat prescription form and web site will be looked at and amended.

**ACTION**: MS to overall the repeat prescription website and form.

A table will be placed under the Prescription Box for a trail period.

Dr Nowak has become a partner.

Problems with choose & book referrals as phone number not being recognised causing numerous phone calls by the patient and surgery staff to sort out a referral.

**ACTION**: - This is being looked into as a matter of urgency.

1. **Future Meeting Dates**

Next meeting Tuesday 3rd March 2020

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

**Action Log**

|  |  |
| --- | --- |
| **Colour coding:**  **(the number before the colour allows easy sorting of the table)**  1Red : to do  2Amber : in progress  4Green : complete  3Blue : to hold | **Priority rating**  **of the top three actions :**  **(if necessary where there are a lot of big items)**  **1st, 2nd or 3rd** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Date Raised** | **Action** | **By whom** | **Target date** | | **Rag rating** |
|  | 14/01/20 | Place table, repeat prescription forms and pens beneath the Repeat prescription box for a trial period | SH | Mar 20 | | 2Amber |
|  | 14/01/20 | Overall repeat prescription form and website section | MS | Mar 20 | | 2Amber |
|  | 14/01/20 | Problems with Choose & Book referral system not recognising phone number, causing patient going back and forth with the surgery and the surgery spending time on what should be a simple procedure. | SH | Mar 20 | | 2Amber |
|  | 14/01/20 | My Health Care Directory has been launched by the CCG and is ready to download the app. | SH | Jan 20 | | 2Amber |
|  | 14/01/20 | Apply for RCGP/Marie Curie Silver Daffodil Standard | SH |  | | 2Amber |
|  | 14/01/20 | Liaise with BC, UPS re outdoor Gym Equipment in the St Crispin area | AB | Mar 20 | | 2Amber |
|  | 14/01/20 | Apply for Community Project Funding from NBC for Benches on St Crispin Field | BH/SH | Mar 20 | | 2Amber |
|  | 14/01/20 | Look into possibility of Mother and Child dedicated parking spaces | SH | Mar 20 | | 2Amber |
|  | 14/01/20 | Phone problem where caller is dropped when almost at no 1.  This has been reported to the phone supplier as it is not an isolated case.  SH to monitor | SH | Mar 20 | | 2Amber |
|  | 14/01/20 | Proposed to organise opening event upon completion of the ECT Suite | SH | Feb 20 | | 1 Red |
|  | 12/11/19 | Increased room capacity being developed to support the emergency care team. Expected to be completed end of Feb 2020 | TH | Feb 20 | | 2Amber |
|  | 12/11/19 | There was a question whether results could be differentiated as x-ray or blood test. Currently not able to but looking at developing the system. | SH | Jan20 | | 2Amber |
|  | 12/11/19 | Pots have arrived to be used in people’s homes for communication should emergency services be called. It was agreed these would be given to the frailty manager. Currently unable to locate, new supply will be ordered | SH | Jan20 | | 2Amber |
|  | 13/11/18 | Surgery navigation map for patients  Update – business plan incorporating NABB guidance to be formed.  UPDATE:12/11/19  Painters booked for December  Sharon Hennell has contacted and is receiving samples of the dulux coded colour matched Door Numbers  Needs to be finalised, update du form Dr TH | Dr Tom  Dr Tom  Dr Tom | April 19  Aug 19  Jan 20 | | 2Amber |
|  | 12/2/19 | Chronicle and Echo liaison with positive article  Update – contacted above, article Aug/Sept | AB  AB | May 19  Aug/Sept 19 | | 3Blue |
|  | 12/11/19 | ED to share SMR’s narrative about 3rd party ordering apps, so that it will be included in the AGM minutes | ED | Dec 19 | 4Green | | |
|  | 12/11/19 | Sharon will e-mail the bios we have from some of the new staff | SH | Dec19 | 4Green | | |
|  | 10/7/18 | Organise Art Group | Jackie PPG member | Nov | 4Green | | |
|  |  |  |  |  |  | | |
|  | 09/10/18 | Well pharmacy challenges and risk to reputation – SH to arrange meeting. | PPG | Pending | | 4Green |
|  | 09/10/18 | Ask clinical colleagues to contact Robert if they are available to help with the Health Expo | Dr Tom | 10/10/18 | | 4Green |
|  | 13/3/18 | Surgery to implement new Facebook Page. | Alison/Janette Ashton | Jan 19 | | 4Green |
|  | 13/11/18 | Chair to attend an all staff meeting for introductions | Dr Tom | Jan 19 | | 4Green |
|  | 09/10/18 | Book club at Timken Grange. Awaiting first meet | Jill F | Jan 19 | | 4Green |
|  | 13/11/18 | PPG to conduct fault finding analysis of booking in screen. Conducted by surgery | PW | Jan 19 | | 4Green |
|  | 13/11/18 | Order PPG banner | BH | Feb 19 | | 4Green |
|  | 15/1/19 | GP partners to be consulted and more research on Trilogy Referral Scheme | Dr Tom | Feb 19 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 15/1/19 | Research to consider the effect of 8am surgery opening on 8am appointments. | Dr Tom, and Dr Emma | Feb 19 | | 4Green |
|  | 09/10/18 | Coffee Morning – first meeting | Karen R | Feb 19 | | 4Green |
|  | 15/1/19 | Queue analysis – pending and monitoring changes just made | SH | Feb 19 | | 4Green |
|  | 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 | | 4Green |
|  | 12/2/19 | Give new patients, PPG info amongst application forms | DR Sinead | March 19 | | 4Green |
|  | 15/1/19 | PPG members to come into the surgery with banner etc (laptop to help people use NHS choices if possible}  Update – members attending two weeks in  June/July  TH to ask if any doctors appraisals in the future would like ppg to help administer.  Converted into the PPG running the patient survey within the practice to gain the valued feedback | Dr Tom  SH  TH | Feb/Mar 19  June/July 19  July 19 | | 4Green |
|  | 13/11/18 | PO to send NABB contact details for TH to liaise with them about visual impairment training resources for staff. Signage link. | Dr Tom | April 19 | | 4Green |
|  | 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 | | 4Green |
|  | 12/2/19 | PPG Badges and two new banners | BH | May 19 | | 4Green |
|  | 12/2/19 | Three Shires Approach to speak to PPG. Contact details to be passed to SH  Update – meeting arranged in May | Dr Emma  SH | May 19  June 19 | | 4Green |
|  | 19/3/19 | Have patients been advised of new controlled drugs Pregabalin and Gabapentin? | ED | May 19 | | 4Green |
|  | 19/3/19 | Process for prescribed medication by Consultants | ED | May 19 | | 4Green |
|  | 19/3/19 | Permission for PPG banners to be placed in the Surgery | ED | May 19 | | 4Green |
|  | 30/11/17 | Identify the Locum Drs by name for online bookings | Alison Pound | June 18 | 4Green | | |
|  | 14/5/19 | MC to continue to work with the parish council. To create a PDF to advertise Arthritis Coffee afternoon. To liaise about transport? door2door. | MC | June 19 | | 4Green |
|  | 14/5/19 | PPG attending Marina Park fun day 22nd June | SH | June 19 | | 4Green |
|  | 14/5/19 | PPG attending Duston Fun day 30th June | SH | June 19 | | 4Green |
|  | 14/5/19 | TH to ask doctors about future appraisals | TH | June 19 | | 4Green |
|  | 14/5/19 | TH to ask ED whether appraisal survey still required | TH | June 19 | | 4Green |
|  | 14/5/19 | TH to ask prescription team and then highlight this new frequency of pick up. | TH | June 19 | | 4Green |
|  | 14/5/19 | TV screens to be reviewed for over-wording, the wording has been amended, and the new survey results have replaced the 2018 results, imminently on the screens | Dr Tom, now Janette | July 19 | | 4Green |
|  | 19/3/19 | Monthly Coffee afternoons to be launched with themed sessions  Update – starting July 18th with arthritis | MC | July 19 | | 4Green |
|  | 13/3/18 | Update practice website | Alison | Sept 18 | 4Green | | |
|  | 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 | 4Green | | |
|  | 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 | 4Green | | |
|  | 13/3/18 | Amend Dr Roger’s phone ‘Care Navigation’ message. | Alison with Dr Rogers | Sept 18 | 4Green | | |
|  | 10/7/18 | Organise Healthwalk | Karen PPG member | Sept 18 | 4Green | | |
|  | 17/9/19 | Emma to ask staff if they wish to make donations of cakes to the charity coffee morning | Dr Emma | Sep 19th | | 4Green |
|  | 8/5/18 | New words for PPG webpage to be added | Alison | Oct 18 | | 4Green |
|  | 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 | | 4Green |
|  | 10/7/18 | New PPG constitution agreed. To be published on website. | Dr Tom | Oct 18 | | 4Green | |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 17/9/19 | Bill will send out amended constitution in advance for approval at AGM | BH | Nov 12th | | 4Green |
|  | 17/9/19 | Flu jab clinics dates to be shared with Sue | Dr Emma/Tom until PM arrives | Nov 12th | | 4Green |
|  | 17/9/19 | Pharmacy discussion re avoidance of needing to be stood in the St.Luke’s Queue & re Home visit paper scripts ASAP – Tom will d/w with team and find a solution that meets operational necessities but also recognises the mutual professional respect that we wish. | Dr Tom | Nov 12th | | 4Green |
|  | 17/9/19 | Tom will message PCN leads to see if their PPG would like to engage, and provide them DustonPPG email address for responses. | Dr Tom | Nov 12th | | 4Green |
|  | 17/9/19 | Gill will speak to manager at Timken Grange to see if they can encourage book club membership | Gill | Nov 12th | | 4Green |
|  | 17/9/19 | Sue will bring figures showing numbers joining and now taken off the list to the AGM for information | SH | Nov 12th | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 13/11/18 | TH to establish 10 top reasons for patients waiting to see a receptionist | Dr Tom | Nov 18 | | 4Green |
|  | 13/11/18 | Place an NHS Choices link on Practice Website for patient feedback | Dr Tom | Nov 18 | | 4Green |
|  | 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 | | 4Green |
|  | 09/10/18 | Put the minutes on website & quicker turn around | Dr Tom | Nov 18 | | 4Green |
|  | 09/10/18 | Change the web map for practice area | Dr Tom | Nov 18 | | 4Green |
|  | 09/10/18 | Promoting Health walk. It is currently on the website but add to the TV screen? | Dr Tom | Nov 18 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |