**St Luke’s Primary Care Centre**

**Patient Participation Group Agenda**

**Tuesday 9th July 2019 at 6.30pm**

1. Present: Sue Hoyle (Chair) SH

Bill Haylock (Deputy Chair) BH

Moira Chapman (Secretary)

Dr Howseman TH

Dr Donnelly ED

Jill Flanders JF

Pat Hull PH

Wendy Abel WA

Ewa Siwecka ES

Pauline Robinson PR

Paul Westley PW

Welcome: Susan Tudor ST

Apologies: Alan Bottwood, Dawn Johnson, Karen Rockell

1. Secretary – MC volunteered to be secretary until the next AGM.
2. Minutes (14th May) and actions outstanding

a&b TH to ask Doctors if help was required with current or future appraisals. Thank you but no longer required.

c. Arthritis Talk arranged and advertised for 18 July. MC to continue working with DPC for future events and with WA liaise with transport.

d. Prescription frequency – This has been completed and a list of pharmacy pick up frequency has been published.

e&d. PPG attended Marina Park and Duston Fun days. Duston was well attended and St Luke’s had a positive attitude from both. SH thanked all and it was a good team building opportunity.

g. TV screens review for over-wording per screen. This has now been completed.

h&i Health & Wellbeing talks and 3shires - we now have two speakers from 3shires for our monthly talks.

17 Oct Professor Richard J Powell on Allergies – food …

21 Nov Dr Salako on Skin Conditions – psoriasis, eczema …

j. Chronicle and Echo – **Action**: Ask AB now to action.

k. PPG members came into the surgery to conduct a patients satisfaction survey. Covered in item 4.

l. Well Pharmacy – **Action**: SH to arrange meeting with pharmacy.

1. Surgery Feedback- SH

Re; b/c&d th has tasked Janette to look into this, however, this may take an extended period of time, given we will have to build the queries and potentially do hand audits…Sue pointed out as this would generate a lot of work for potentially little gain, it is agreed around the table to not ask the practice to follow up on this, as it will displace other work

1. Survey - SH circulated the Survey results that were positive both in the surgery and out in the community. Much better response to the surgery now. Same problems which are being addressed. Getting through on the phone and getting an appointment. The majority very pleased with clinicians.
2. Friends and Family- Number of text responses
3. Friends and Family Paper version- Number of responses
4. Patient Numbers- Are they consistent? Numbers are slightly increasing.
5. Telephone System -TH – The Surgery have bought a significantly upgraded system that allows you to be in a queue without any cost to you while you until you speak to a receptionist. There are still some teething problems but we have identified solutions to all the problems encountered so far. This will be a massive positive step forward for patients and the practice. It has come at significant cost, but the GP Partners believe it is the right thing to do.
6. Extended hours TH

This was a successful launch last week, creating more GP, clinical pharmacist, ANP, nurse, and HCA appointments both urgent and routine. This is again a significant financial investment by the GP Partners, because the cost of running the service far exceeds the income received for the contract. Again the GP Partners believe this is the right thing to do.

1. Cortisone Injections PW. This has simply been trying to increase capacity within routine appointments, and has led to lack of capacity in the clinics of clinicians trained to do injections. However, since this was brought up because the wait for these injections had increased from 2.5 weeks to 7.5 weeks the Surgery are actively looking at prioritising these injections, as we do know the significant relief that they can offer, and the potential to avoid repeated appointments in the interim, whilst awaiting the injection provides the rationale and defence for the practice of prioritising these injections. To that end we are going to change our approach, and have already started building injection appointment capacity
2. GP Hubs- This is actually not “hub” but rather relating to the new GP contract, with the Primary Care Network (PCN) DES. St Luke’s is now, from the 1st July, in BLUE PCN. Dr Tom Howseman is the Clinical Director of the PCN. There are five other practices with BLUE PCN: Bugbrooke, Park Avenue, Brook, The Crescent and County surgeries. It is very early, but we hope this will aid the development of more local services. However there is a lot of work associated with the contract, and unfortunately this will take more clinical and managerial capacity at the beginning to make the contract work.
3. Health walks – Short Walks – MC & new member ST are now qualified walk leaders and have organised an evening walk starting on 11 July and a short walk starting on 17 July from Poppy Fields and St. Francis church. MC looking to start a short walk from the Surgery dates and times to follow.

Any Other Business – Social Prescribing – as part of the PCN (item 8) a role for social prescribing is to be defined. However linking with the ppg and their activities will be useful for both of us.

Interim Practice Manager Moira Cernik has joined the practice.

This is TH last meeting and MC, practice manager, will attend future meetings.

BH thanked TH for his contribution in bringing the PPG forward over the last year.

Date of next Meeting: SEPTEMBER 17th 2019 (change of date)

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

**Action Log**

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| --- | --- |
| **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** |

**Pending Actions**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Date Raised** | **Action** | **By whom** | **Target date** | | **Rag rating** |
|  | 12/2/19 | Chronicle and Echo liaison with positive article  Update – contacted above, article Aug/Sept | AB  AB | May 19  Aug/Sept 19 | | 2Amber |
|  | 13/11/18 | Surgery navigation map for patients  Update – business plan incorporating NABB guidance to be formed. | Dr Tom  Dr Tom | April 19  Aug 19 | | 2Amber |
|  | 09/10/18 | Well pharmacy challenges and risk to reputation – SH to arrange meeting. | PPG | Pending | | 1Red |
|  | 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 |
|  | 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 |
|  | 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 |
|  | 8/5/18 | New words for PPG webpage to be added | Alison | Oct 18 | | 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 | | |
|  | 30/11/17 | Identify the Locum Drs by name for online bookings | Alison Pound | June 18 | 4Green | | |
|  | 13/3/18 | Amend Dr Roger’s phone ‘Care Navigation’ message. | Alison with Dr Rogers | Sept 18 | 4Green | | |
|  | 13/3/18 | Surgery to implement new Facebook Page. | Alison/Janette Ashton | Jan 19 | | 4Green |
|  | 12/2/19 | PPG Badges and two new banners | BH | May 19 | | 4Green |
|  | 13/11/18 | Order PPG banner | BH | Feb 19 | | 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 | 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 |
|  | 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 |
|  | 12/2/19 | Give new patients, PPG info amongst application forms | DR Sinead | March 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 |
|  | 15/1/19 | GP partners to be consulted and more research on Trilogy Referral Scheme | Dr Tom | Feb 19 | | 4Green |
|  | 13/11/18 | Chair to attend an all staff meeting for introductions | Dr Tom | Jan 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 |
|  | 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 |
|  | 10/7/18 | New PPG constitution agreed. To be published on website. | Dr Tom | Oct 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 | 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 | 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 |
|  | 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 | 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 |
|  | 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 | Healthwalk promotion Dr Tom to present at the PLT to encourage clinicians to appropriately recommend patients to participate | Dr Tom | End Oct 18 | | 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 |
|  | 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 |
|  | 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 |
|  | 10/7/18 | Organise Art Group | Jackie PPG member | Nov | 4Green | | |
|  | 09/10/18 | Book club at Timken Grange. Awaiting first meet | Jill F | Jan 19 | | 4Green |
|  | 10/7/18 | Organise Healthwalk | Karen PPG member | Sept 18 | 4Green | | |
|  | 09/10/18 | Coffee Morning – first meeting | Karen R | Feb 19 | | 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 |
|  | 13/11/18 | PPG to conduct fault finding analysis of booking in screen. Conducted by surgery | PW | Jan 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 |
|  | 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 |
|  | 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 |