St Luke’s Primary Care Centre

Patient Participation Group Minutes

19th March 2019 6.30pm

Present: Sue Hoyle (Chair) (SH)

Dr Donnelly (ED)

Moira Chapman (MC)

Jill Flanders (JF)

Pat Hull (PH)

Wendy Abel (WA)

Ewa Siwecka (ES)

Pauline Robinson (PR)

Clive Rockell (CR)

Apologies: Dr Howesman, Paul Westley, Bill Haylock, Alan Bottwood, Mike Pepper, Dawn Johnson, Karen Rockell.

1. Welcome and apologies
2. Secretary – We would like to thank Paul for all his good work as Secretary and look forward to his continued contributions as a member. No-one has come forward as yet to be Secretary. ED volunteered to take the minutes and SH will complete the action log and send out the minutes.
3. Minutes of last meeting (12th February 2019) and actions outstanding.
   1. DPC Health and Wellbeing Event -30th March 2019 SH to ask for volunteers to be at this event to promote the PPG, online registration, NHS choices, facebook, Healthwalks, coffee afternoon, book club and promote the Surgery and gather patient feedback. **Action: SH to arrange rota (Amber)**
   2. Small screen upstairs unfortunately was faulty and has been removed.(Green).
   3. PPG info added to application pack for new patients.(Green).
   4. Three Shires Approach to speak to PPG – PPG will speak to Three shires and ask for more information. **Action: ED to pass contact details to SH (Amber).**
   5. Chronicle +Echo article – BH has passed article to AB to adapt for Chronicle and Echo. (Amber).  **Action: AB to progress**
   6. PPG badges A grant has been applied for to pay for 50 badges and two more roller banners. BH completed paperwork and now passed onto AB **Action: AB to progress(Amber).**
   7. Surgery opening for 8am appointments- Staff have been asked about the affects of opening at 8am and patients arriving for 8am appointments. The Surgery will not open earlier than 8am and staff will look for the patients if not there. (Green)
   8. PPG to help with NHS choices- No wi- fi currently available **Action: ED to chase with TH. (Amber).**
   9. Trilogy scheme - The Surgery will only refer patients if they ask for a referral. (Green).
   10. Queue Analysis - The queues in reception have improved with the changes that have been made by the Surgery. No need for further analysis (Green).
   11. Surgery navigation map ongoing. (Amber).
   12. NAB This is linked with the navigation map so still progressing. **Action: TH liaising with NAB. (Amber).**
   13. Well Pharmacy challenges – Pending (Blue).
4. Innovative Recruitment accolade for St Luke’s- St Luke’s are leading the way with its recruitment drive changes by bringing in more nurses and training existing nurses to deal with minor illnesses. A new triage system was also introduced to direct patients to the right professional. This has enabled the practice to offer 10,000 more emergency appointment a year and this approach is interesting many other practices. Dr Holding is to become a partner and another salaried GP has been appointed.
5. Coffee mornings haven’t gone well so looking at reducing to once a month with a theme each month eg arthritis etc with talks and engagement. MC has volunteered to take the lead on this **Action: MC to liaise with Alison Grantham and the PPG**
6. Placement of Banners in the Surgery - SH asked permission to be given to place a banner upstairs and one downstairs in the Surgery. **Action: ED to ask partners permission and where is best place**
7. Consultant prescribed medication. What is the process? Some patients asked to fill in a request form for medication or the online free text request box. **Action ED to find out why this happened**.
8. Next meeting 14th May and July 9th. **Action - ED if TH can come to May meeting**
9. AOB NPEG informed us that 25% of appts should be offered online by July 1st. PPG were wondering how this will affect the Surgery and being able to offer as many on the day appts. ED didn’t have any information as yet. Agreed to put on a later agenda when we have more details.

Gabapentin and Pregablin are becoming controlled drugs. NPEG say practices should be contacting patients to make them aware. **Action: ED to investigate**

Confidentiality forms- ED handed out forms for signing when PPG members come to help out in the Surgery **Action: SH to distribute to other members**

Conversation about role of the PPG. JF asked if the PPG were going off track with community events. It was agreed that members would read the Constitution and we would revisit it earlier than the AGM if necessary. EW asked for improved communication with patients (for example good news story that we are updating the phone system). We agreed to bring this back as an agenda item for the next meeting so TH can be involved as he is business lead who links in with comms resource. **Action: Improved Communication for next agenda.**

**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** |
|  | 19/3/19 | Have patients been advised of new controlled drugs Pregabalin and Gabapentin? | ED | May 19 | | RED |
|  | 19/3/19 | Process for prescribed medication by Consultants | ED | May 19 | | RED |
|  | 19/3/19 | Permission for PPG banners to be placed in the Surgery | ED | May 19 | | RED |
|  | 19/3/19 | Monthly Coffee afternoons to be launched with themed sessions | MC | July 19 | | RED |
|  | 12/2/19 | DPC Health and Well Being event 30th March. | SH | March 19 | | Amber |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | 12/2/19 | Three Shire Approach to speak at PPG. To find out more | Dr Sinead | March 19 | Red | | 12/2/19 | Three Shire Approach to speak at PPG. Contact details to be passed to SH | Dr Emma | May 19 | | Amber |
|  | 12/2/19 | Chronicle and Echo liaison with positive article | AB | May 19 | | Amber |
|  | 12/2/19 | PPG Badges and two new banners | BH | May 19 | | Amber |
|  | 15/1/19 | PPG members to come into the surgery with banner etc (laptop to help people use NHS choices if possible} | Dr Tom | Feb/Mar 19 | | Amber |
|  | 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** | | | | | |
|  | 12/2/19 | Use small unused upstairs booking in screen, downstairs? | Dr Sinead | March 19 | | Green |
|  | 12/2/19 | Give new patients, PPG info amongst application forms | DR Sinead | March 19 | | Green |
|  | 15/1/19 | Research to consider the effect of 8am surgery opening on 8am appointments. | Dr Tom, and Dr Emma | Feb 19 | | Green |
|  | 15/1/19 | GP partners to be consulted and more research on Trilogy Referral Scheme | Dr Tom | Feb 19 | | Green |
|  | 15/1/19 | Queue analysis – pending and monitoring changes just made | SH | Feb 19 | | Green |
|  | 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 | | |