

St Luke's Primary Care Centre – Patient Participation Group

Minutes of Meeting held on 14th March 2017

Present:	Moira Chapman (Chairperson)	(MC)
	Kath Bottwood (Secretary)	(KB)
	Geoff Beedell	(GB)
	Tom Tarry	(TT)
	Christine Churchman	(CC)
	Barry Kaighin (new member)	(BK)
	Alison Pound (Practice Manager)	(AP)

1. Apologies and Welcome

Apologies were received from Alan Bottwood, Chris Page, Ray Chapman and Wendy Abel.

MC welcomed Barry Kaighin to the Committee

2. Minutes of the previous meeting and Matters Arising

The minutes of the previous meeting held on 23rd November 2016 had been circulated prior to the meeting. The minutes were agreed and signed, as a true and accurate record.

Action: MC to send a copy of the Minutes to the Practice for inclusion on PPG website.

3. Surgery update

This item discussed towards the end of the meeting, awaiting arrival of Alison Pound.

4. WLEG update

MC attended the recent WLEG meeting and advised that this was the last meeting of the old system. A new group – Northampton Patients Group – comprising 29 Practices from Northampton, had been set up and the first meeting had been set for 21st March 2017.

Action: CC agreed to attend this meeting as our representative

5. Newsletter

The newsletter had been completed and was ready for duplication and distribution. It was agreed that 500 copies would be produced as a first stage. Once ready for distribution, members would be asked to distribute in their area (to be agreed).

Action: KB to send final draft to Mini for duplication.

6. Schedule for next newsletter

It was agreed that the newsletter should be produced twice annually, with the next edition being ready by end of September/October. Items for inclusion to be on the agenda for the next meeting.

7. Ideas for an event

Several ideas were proposed:

- Motor Neurone Disease
- Multiple Sclerosis
- Incontinence
- Parkinsons Disease
- Winter well being

It was proposed that the next event could be planned for September/October and could be preceded or followed up with the newsletter to either inform patients of an upcoming event or alternatively report on its outcome to raise awareness of what the PPG are aiming to achieve.

8. Surgery update

AP reported that the Practice is in the second stage of a 3 stage pilot scheme looking at ways to improve service and increase number of on demand service appointments.

AP stated that from 1st April 2017 CCG will be taking away some contracts and putting funding into the availability of more same day access appointments.

AP stated that the new system involves a Doctor being available on Reception to take calls and make an on the spot decision as to whether an immediate appointment is needed or whether it could be handled by the Emergency Care Team. She reported that early feedback has been positive from Staff and Patients.

AP reported that 2 GPs are on long term sick leave which could be up to 10 weeks; one nurse has left with a replacement starting in April (Asthma Clinic). She stated that Dr Adams is planning to leave at the end of May. She stated that 2 new admin staff have been employed with one further person to be engaged.

AP stated that there will be an increased number of blood appointments available from April.

AP said a new complaints system has been put in place: initially, all complaints to go to Jo who decides which member of staff it is allocated to and agree timescales for resolution. There is now a defined in-house process for dealing with complaints.

KB asked if traffic flow around the Car Park could be looked at. She reported that on more than one occasion recently, she had noticed vehicles coming into the car park and immediately turning right (against the traffic flow) to park in a vacant space instead of observing the one way system.

BK raised the issue of how changes in medication are notified to the Practice by the CCG.

9. Any other Business

None

10. Date of next meeting

Wednesday 14th June 2017 at 6.30 pm.