St Luke’s Primary Care Centre - Patient Participation Group Minutes

13th March 2018

Attendees: Moira Chapman (Chairperson) (MC)

Robert Henry (RH)

Wendy Abel (WA)

Paul Westley (PW) Pauline Robinson (PR)

Bill Haylock (BH)

Alison Pound (AP)

Geoff Beedell (GB)

Janette Ashton (JA)

Apologies:

Barry Kaighan, Alan Bottwood, Christine Churchman, Ray Chapman, Sue Hoyle, Emily Bellingham.

1. Welcome to Robert and Paul who are looking to join the group. MC advised that Chris Churchman has resigned from the PPG due to ill health. MC said that we were all grateful for her hard work over the last few years as Chris was a founding member of the PPG. MC asked for a volunteer to take the minutes, no one was prepared to do so, AP agreed to do them again
2. Minutes of the previous meeting were agreed. AP apologised for the delay in getting the previous minutes out this was due to her being off ill throughout January and early Feb. AP advised that she had spoken to Mini regarding changing the locum names to the doctor’s name. It is possible but it is linked into the system and is a considerable piece of work that they will look at after the end of the financial year. PW asked if changing the locum names could be carried forward to the next meeting so it doesn’t get lost.
3. NPEG Update – January Meeting- attended by SH and PW

Prior approval of four medical procedures: Wax Micro-Suction

Knee Arthroscopy

Inguinal hernia Repair

Upright MRI

Stroke pathways with a focus on After care services are being looked at throughout the county to end the postcode lottery on care received.

NHS prescribing of medicines that are over the counter are to stop for Dandruff Shampoo, Indigestion and Heartburn products and Mouth ulcer medications.

A shift to self-care with assistance from pharmacies and away from GP prescribing.

An end to routine prescribing of products that have low clinical value such as probiotics, vitamins and minerals.

Scope for GP prescribing where the patient’s medical condition clinically requires specific items.

There is going to be a workshop on GP extended hours

Volunteers are needed to look at the mental health programme. An outline of a delivery plan that calls for the establishment of Delivery and Design Groups and identifies Priority Areas> Prevention, Depression and Psychosis etc.

Volunteers are needed to take part in the End of Life Care pathway.

Too early for feedback on care navigation

WA asked what prior approval was, AP explained that for certain procedures before they can be refer to the hospital it has to go past a prior approval board to get clearance to refer the patient. Each procedures has a criteria set against it and if it is refused there is nothing the surgery can do.

Care Navigation – AP gave a brief explanation about what it is and how the surgeries are using it. They do internal care navigation for the emergency on the day requests and external navigation to external agencies such as wellbeing so that the patient can go direct which saves them time.

BH raised a recent experience of being referred and how he was told by the hospital to go back to the GP surgery when they didn’t have any appointments. AP explained that there is nothing the surgery can do as they do not have access to the hospital appointments.

PW said that he thought it was nice that Dr Rogers has recorded the telephone message but pointed out that she says “you will shortly be put through to the receptionist” it is after this that the options are offered. To book a telephone consultation via the automated system press 1, to speak to a receptionist press 2. PW feels that this is misleading. AP said she will look at it and change the wording. This does require Dr Rogers to be available to do the recording.

1. Communication – Janette gave an update on the communication plan that the surgery are starting to build. A meeting was held with the communication team from the CCG and it has been agreed that the surgery will have a Facebook page as they want to be able to get messages to everybody and younger patients use Facebook. Janette handed out the comms action plan which is designed to give patients information on new services as well as the flu campaign and carers. We are putting this on the TV screen, web site as well as posters. It is intended as short snappy messages rather than lots of words.

To cut the queue in reception we have put out sample bottles, a display stand for common forms such as registration forms and other information and texting test results.

In April the surgery will be carrying out another patient survey along the NHS England questionnaire, PR, PW and WA offered to come and help.

The surgery would welcome help in setting up the Facebook page, PW and BH offered to help, JA will send out an email to attend a meeting to discuss this.

AP said that the CCG comms team were going to help create videos for the TV screen to have another medium for putting information across. AP suggested that we could do a video of the PPG to help with recruitment when they learn how to do them.

WA asked what about sight impaired patients that come to the surgery, AP explained that if we are aware the receptionist put this information on the appointment slot so that the clinician knows to come and collect the patient. This is also done for hard of hearing patients as well.

PW raised that on the web site it says for patients to report to reception and does not mention the fact that they can use the booking in screen. AP will look at this and get it amended.

MC asked if there would be any interest in doing a newsletter, it was agreed this would get information to the patients. MC asked if anyone was happy to help create the newsletter - no volunteers. MC said that she does put a piece in the Duston newsletter but this does have a very long lead time.

1. RH gave a talk on the Windrush that brought black people to the UK, this was 70 years ago which also coincides with the creation of the NHS. RH is creating a drama about the people coming to the UK and asked everyone if there was anything that could tie in with the NHS at the same time. He is looking for the drama to be around the 10th June at the boy’s school. Nobody could think of anyone who would be able to help from the NHS but the group was happy to help and support Robert if they could. WA suggested that he contacts David Whitely from BBC Northampton as he deals with local interest stories. AP said that the practice was happy to support by putting up posters. MC said that RH could advertise it in the out and about local paper and MC would email RH a link for it.

RH also talked about a health Expo that his local church did in the Grosvenor Centre last year. It was to promote health and took peoples BP and gave them their health age. It also promoted nutritional advice. This was very successful and they are looking to hold another one at the St Crispin’s Centre but are currently waiting for a date. MC suggested that they contact Arthritis UK as they came and did a talk here and were very good. MC will send contact detail.

Age Concern – carried over to next meeting so that Emily can attend

Dates of the meetings have been set for the year so that it is easier to plan. a discussion was held on which day was best and it was agreed to carry on with a Tuesday. Dr Donnelly is attending the next meeting on the 8th May.

Other dates

10th July 2018

11th Sept 2018

13th Nov 2018 AGM

15th Jan 2019

MC asked if the group though it would be a good idea to move the AGM to November as holding in September often meant that people were away on holiday. This was agreed.

AP offered for the PPG members to come into the surgery to understand how the surgery works as we discuss day to day activities in the meeting. Janette will look at a date and email it out to MC, please let Janette know if you are interested.

At the last meeting the CQC report was not returned. The surgery achieved an over rating of good and good in 4 out the 5 areas. We were marked as needs improving as we had not carried out a patient survey at the time (although there is no contractual requirement to do so) and the CQC felt that we should. CQC report is on the web site.

Agenda items for next meeting

Age concern

Locum names

Recruitment for the PPG

If you have any more items please email AP

Date of next meeting 6.20 Tuesday 8th May 2018