St Luke’s Primary Care Centre – Patient Participation Group

Meeting Minutes

# March 17, 2015

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| Present: | Moira Chapman (Chair), Christine Churchman, Ray Chapman, Christine Page, Pauline Robinson, Geoffrey Beedell, Jane Other, Liz Tregonning, Tom Tarry (Patients); Alison Pound (Practice) |
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1. Apologies

Kath Bottwood

# Welcome

MC welcomed JO to the Meeting

1. Previous Minutes

20/01/15 – Agreed after changes to Practice Update (System) and correction of name for CC.

1. Practice Update

* New System delayed from 02/02 to 02/03. Has resulted in less outgoing calls. 2 Duty Doctors for both Morning and Afternoon. No pre-booked appointments until the 1st week in April to allow the bedding in process.
* Telephone Appointments cannot currently be booked via the automated system and there has been a glitch with the system not recognizing embargoes.
* Patients must registered and get an online account to be able to pre-book appointments.
* The final stage of customer service training for receptionist is being completed this month.
* Texts only being sent for face to face appointments and not telephone calls as this was causing confusion for patients.
* 2 long term Locums have been booked for the next 6 months, we have tried to recruit and had only 1 GP apply who then withdrew from the process. – Shortage of 165 GPs in Northamptonshire.
* Complaints Analysis – 36 in total of which 32 Internal, 3 via HS England & 1 via GMC – 13 upheld. Low ratio of complaints to total number of Patients registered.
* TV System currently not working due to defective hard drive – £2k to repair and a 6 week waiting time.

1. PPG Report

* Practice to submit to NHS England by 31/03/2015.
* Further comments required
* AP to add in PPG Support to Practice

1. PPG Activities

Arthritis Care:

* Contact to be made with Barbara Hogg and proposal made to use Ground Floor Reception on a Tuesday or Wednesday Night in May / June.
* Practice could identify arthritic Patients. Doctors could give out fliers.
* Practice Screens and April newsletter could publicise.
* CC, PR, CC & JO to meet to arrange accordingly.

ESP + Friends & Family to be put on hold until Arthritis Care Presentation delivered.

1. West Locality Engagement Group – Update by CC

* Some Practices have very high costs
* Profile of Practice to be raised re opening hours
* Practice Update:
  + Dentist No
  + Podiatrist Never tied up
  + Physio Private

1. Practice / PPG Website

* AP to review booking Appointments Section – Currently not obvious.

1. Next Meeting

16th June, 2015 @ 18.15hrs (CC to Chair)