**St Luke’s Primary Care Centre**

**Patient Participation Group Minutes**

**1830hrs – 15 January 2019**

**Attendees:** Sue Hoyle (Chair) (SH)

Bill Haylock (Dep Chair) (BH)

Paul Westley (Secretary) (PW) Dr Tom Howseman (GP) (TH)

Emma Donnelly (GP) (ED)

Alan Bottwood (AB)

Moira Chapman (MC)

Jill Flanders (JF)

Pat Hull (PH)

Pauline Robinson (PR)

Brian McEwan (BE)

Karen Rockell (KR)

Mike Pepper (MP)

**Visitors:** Ewa Siwecka and Barbara Hedley

**Guest Speakers**: Chris Patching and Amanda Miller

**Apologies:** Wendy Abel, Dawn Johnson, Robert Henry and Clive Rockell.

1. **Minutes of last meeting (13 Nov 2018)** -Agreed
2. **Duston Trilogy Referrals**
   1. Chris Patching gave an outline of the Activity on Referral Scheme from

the Trilogy Gym.Healthcare professionals can make a patient referral to a 12-week scheme, including a consultation with a trainer, induction goals and health measurement. There is a review at 6 weeks. It costs £20 for the induction and £15pm thereafter. Thereafter the assessments can continue with reviews at 6 and 12 months.

* 1. The scheme helps GPs who only have a 10-minute appointment

window and provides ongoing support to the patient. Some patients

will be exempt because of such things as uncontrollable high blood pressure etc. KR asked if ‘level 4’ gym instructors were on hand and Chris said that only ‘level 3’ so far. There is a referral form and the patient is to sign an indemnity.

2.3 TH expressed concern about having to audit 22k patients when resources are stretched, so they can be sent a text. **Action:** It was agreed that TH will speak to the GP Partners and other surgeries to see how things could be managed. He agreed with the idea in principal but there are costs. SH commented that at least the referral process is quicker for Drs face to face if we don’t progress any further with the full scheme.

1. **Happy at Home**
   1. Amanda Miller explained Happy at Home were volunteers who help the

elderly who are in isolation. They visit them in their home once a week for an hour and such visits can be referred by GPs, Health Care Professionals or organisations such as Help the Aged or Age Concern.

* 1. There is Lottery Funding for a Project Manager and interaction can

extend to other successes such as whist drives and coffee mornings. A 76 year old lady cooks in the café and goes to dance club. All volunteers are trained but do not have any specialism. The recruitment of volunteers grows as referrals grow. It is hoped to gather support from local businesses and involve care homes too in activities.

* 1. Happy at Home will help at our weekly Thursday PPG coffee morning

and ……. provide the cake! SH to liaise with Happy at Home on their

befriending scheme and the next steps for us.

1. **Outstanding Actions (see updated actions list)**
   1. **Surgery Facebook page relaunch** – Green
   2. **Volunteer Governance** – Amber
   3. **Pharmacy concern** – Blue.
   4. **Coffee Morning** – SR volunteers to start off the coordination of

Volunteers - Amber

* 1. **Book Club** starts soon, short discussion – Amber
  2. **Viewpoint article** – Green
  3. **Practice booklets –** hard copies not a good quality and

contractors will not improve them as it is not advertising cost effective. To consider other printers, although may have to rewrite - Amber

* 1. **Chair to attend practice meeting.** Organised for Weds 16.1.19 –

Amber

* 1. **NAB info to TH** – Red. SH to chase P O’Malley.
  2. **NHS choice link now on website.** TH reports it has been placed in

the praise section, as complaints needed to follow standard protocol. Positive reviews of practice have shown big improvement which has buoyed staff for their hard work – Green. **Action:** TH suggested members might want to come into the surgery with laptop and banners to promote NHS choices

* 1. **Ten top reasons for queuing to see receptionist** – provided by TH

and read out. Much has recently been done to help guide the patients

to such things like repeat prescription posting and self-check in and

samples. It was agreed to hold any further analysis to help the surgery

as things settle down – Blue. There was also a discussion about **Sign**

**in Screens** and TH said he thinks they have overcome technical

problems, except when two telephone appts are converted to a F2F

appt (staff need to tell the patients) and sometime two appts on the

same occasion do not show on screen – Green. Whilst on this topic SH

raised the issue that patients were not let in until 8am at the time when

the first appointment was due, this caused delays from the start,

particularly as there is a queue of people. **Action:** TH and ED to

investigate

* 1. **PPG Banner –** Discussion and ideas given from drafts. Bill to

leading. The printers need to raise a bill for it to be paid by surgery,

approx. £135 for two banners – Amber.

* 1. **Surgery Navigation map** – discussion and ideas given to TH,

including pointing graphics, bigger door numbering, colour

coding and hotel style number grouping signs – Red

1. **Northampton GP Extended Access Service** – THoutlined the appts are

given out of hours for those routine appts which help e.g. working people, between 6.30pm and 9.30pm weekdays and 9-5 each weekend at Highfield House, Cliftonville. The appts can only be given via a receptionist. This only provides an extra 20 appointments each week for this surgery. There are teething problems and referrals for such things as blood tests are bounced back to the surgery because the IT is not good enough. Patients do not like the restricted parking. This service is in addition to the urgent 111 out of hours urgent appointment system

1. **Phone System update** – TH and ED said the practice was looking at

updating the phone system. The costs will be considerable and any change

will have to give real benefits to manage calls and for patient experience. Members expressed that this is an important issue.

1. **Any Other Business**
   1. **Health Checks** – PW asked if the surgery conducted routine NHS

sponsored Health Checks, because a lady, aged 63, had been turned down to be able to make an appt with a Nurse at reception with, ‘We do not do them anymore so you will have to see a GP’. TH and ED said this is incorrect. **Action:** TH and ED will look at this further.

**Next Meeting:**  12 Feb 2019. SH thanked everyone particularly the new attendees and hope they found it useful.

**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** |
|  | 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 | | Red |
|  | 15/1/19 | Research to consider the effect of 8am surgery opening on 8am appointments. | Dr Tom and Dr Emma | Feb 19 | | Red |
|  | 15/1/19 | PPG members to come into the surgery with banner and laptop to help people use NHS choices | Dr Tom | Feb/Mar 19 | | Blue |
|  | 15/1/19 | GP partners to be consulted and more research on Trilogy Referral Scheme | Dr Tom | Feb 19 | | Red |
|  | 15/1/19 | Queue analysis – pending and monitoring changes just made | PW | Feb 19 | | Blue |
|  | 13/11/18 | Surgery navigation map for patients | Dr Tom | Feb 19 | | Amber |
|  | 13/11/18 | Order PPG banner | BH | Feb 19 | | Amber |
|  | 13/11/18 | PO to send NAB contact details for TH to liaise with them about visual impairment training resources for staff. | SH to chase | Jan 19 | | Red |
|  | 09/10/18 | Book club at Timken Grange. Awaiting first meet | Jill F | Jan 19 | | Amber |
|  | 09/10/18 | Coffee Morning – first meeting | Karen R | Feb 19 | | Amber |
|  | 09/10/18 | Well pharmacy challenges and risk to reputation | PPG | Pending | | Blue |
|  | 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 | | Amber |
|  | **Completed Actions** | | | | | |
|  | 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 Healthwalk. 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 | | |