**St Luke’s Primary Care Centre**

**Patient Participation Group Minutes**

**1830hrs – 13 November 2018**

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

Bill Haylock (Dep Chair) (BH)

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

Alan Bottwood (AB)

Moira Chapman (MC)

Jill Flanders (JF)

Pat Hull (PH)

Pauline Robinson (PR)

Wendy Abel (WA)

Robert Henry (RH)

Dawn Johnson (DJ)

Clive Rockell (CR)

Peter O’Malley (PO)

**Apologies:** DrEmma Donnelly, Brian McEwan, Karen Rockell and Mike Pepper.

1. **AGM**
   1. **Chair’s report** –read out by SH and agreed.

[Includes Healthwalk report] (attached)

* 1. **Election of Officials:**

Chair: Sue Hoyle proposed by Bill Haylock and seconded by Alan

Bottwood. All agreed

Dep Chair: Bill Haylock proposed by Wendy Abel and

seconded by Moira Chapman. All agreed.

Secretary: Paul Westley proposed by Jill Flanders and

seconded by Alan Bottwood. All agreed.

Jill Flanders expressed her thanks to the aforementioned for their good work and energy enthused into the PPG.

* 1. **Revisit Constitution:** No changes, although it was agreed to trial

monthly meetings for the first 6 months of next year to progress

the ambitious agendas.

**Dates agreed as 15 Jan, 12 Feb & 19 Mar so far.**

**Meeting**

1. **Minutes of last meeting (9 Oct 2018)**
   1. **Agreed**
2. **Outstanding Actions (see updated actions list)**
   1. **New Words on PPG webpage** – done
   2. **Publish Dr’s additional duties on screen** – done
   3. **Update website with new PPG constitution** – done.
   4. **Put minutes straight on website when agreed** – done.
   5. **Change practice map on website** – done.
   6. **Update practice booklet** – Amber now online. Awaiting hard copies.
   7. **Promote health walk on screen** – done
   8. **Entries into local mags** – done
   9. **Practice to approve ‘Viewpoint article’** – Amber. BH

to shrink it for publication to on page.

* 1. **Sign in screen sign** – done.
  2. **Sign in Screen displays names of practitioners incorrectly** – done.

TH reports that it is connected to the smart card log ins and to amend

would be disproportionately time consuming at this time. SH s

suggested that new staff could be registered in a different way.

TH agreed. **New action** – TH to publish a surgery map to help patient

directions. TH reported that a brief survey says the Self Check in

works well. Others questioned that and PW suggested a morning’s

analysis. Agreed and **New Action** for PW. TH says the reasons for

attendance can be scrutinised by the surgery, once they have the data

of name and time.

PO questioned why the surgery advertises the number of

patient missed appointments as it shamed the patients rather than

deals with the problems emanating from the surgery. TH said it

highlighted wastage. BH said he fundamentally disagreed with PO as

the information is a fact. It was agreed that missed appointments had

been reduced.

* 1. **Multiple accounts for same email address** – done. NHS guidance

says one email address per person.

* 1. **Letter working for charity referrals –** done (SH to send to Dr Emma)
  2. **Sort 24/7 phone booking problem** – done.
  3. **Book Club – Amber.** SH reports governance sorted as insurance

liability covers voluntary attendance on premises. Poster from BH

agreed. First meeting should be 30th Jan. Short discussion that group

cannot accept everyone as numbers might be too big. 9 already

coming. SH says final approval needed for governance; good to go.

* 1. **Coffee Morning –** BH reports that significant progress has been

made and there has been much enthusiasm from Duston

Community Centre and Trilogy Gym. PW, SH, AB and BH meeting

them on 3 Dec. **New Action:** SH to obtain a PPG banner for events.

AB says he can fund this good cause as Parish Councillor

* 1. **Well Pharmacy performance** – Blue. Await queue analysis.
  2. **Registration of new patient timings.** – done. TH reports this is

published now to save long queues.

* 1. **Volunteer governance** – done. See earlier on Book Club.
  2. **Professionals waiting in queue -** done. They are being told to

circumvent queue. Most do this now but it is impossible to tell

everyone because of staff changes in organisations.

* 1. **Ask Partners if PPG can conduct queue analysis** – done

approved. **New Action:** TH to gather top 10 reasons people attend for

receptionist then analysis to be carried out by PPG.

**BH expressed his thanks to TH for his hard work and diligence. PW echoed that and said he was a breath of fresh air for the group.**

(Prioritising of actions was not covered through lack of time and as all actions are being carried out)

1. **CQC document** – THpresented it on the screen, showing progress made by

the surgery. He said the surgery was graded as good overall but needs to be

more responsive to the patients. Document is on the website. There

is a lot to do and the surgery aspires to be outstanding. He is grateful for the

support of the reinvigorated PPG. They are actively looking for a new phone

system. The wage bill has increased by £213k. WA expressed that the NHS

choices link is not on the website. **New action:** TH to sort. BH said the

Facebook attempt to launch was not done well as we strongly advised that it

needed strict moderation. TH said it was launched by NHS agents, has been

taken down but will be back again. **(Facebook action therefore**

**outstanding)**

1. **Northamptonshire Patient, Service User, Carer and Public Networking**

**Event** – Sue gave an overview of the training she attended, saying we were

well ahead of how a PPG should work. She offered leaflets.

1. **Visual Impairment**  
   1. PO gave an overview of his visual impairment. He said he has shown

his white stick but people still give directions with hand signals. He

pointed out the difficulty he has with signage. He says the NAB have

offered 30 mins staff training. Agreed. **New Action** - PO to send NAB

contact details for TH to liaise with them about visual impairment

training resources for staff.

* 1. PW said that a follow on would be to conduct a scrutiny of the surgery

to see if changes can be made to signage etc. TH agreed but some

things might be cost prohibitive.

1. **Facebook Page moderation**
   1. Covered earlier CQC above. Action outstanding.
2. **PPG application eform direct to PPG email? (Requested by PW and TH)**
   1. Not covered through lack of time. (Secretary’s note: Since confirmed

Mini picks them up, checks they are patients and they will be sent

on swiftly to PPG email account - to monitor)

1. **NHS Choices**
   1. Covered earlier in CQC.
2. **Any Other Business**
   1. **Chair to attend Practice meeting Extended Hours -**

Agreed to an all staff event - **New Action** for SH

* 1. **Extended hours** (raised by PW and TH) – not covered through lack of

time

* 1. **Phone system** – raised by Dr Emma. Not covered through lack of

time.  
  
  
**Next Meeting:**  15 Jan 2019. SH thanked everyone for their time.

**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** |
|  | 13/11/18 | Surgery navigation map for patients to be considered | Dr Tom | Jan 19 | | Red |
|  | 13/11/18 | PPG to conduct fault finding analysis of booking in screen | PW | Jan 19 | | Red |
|  | 13/11/18 | Order PPG banner | SH | Jan 19 | | Red |
|  | 13/11/18 | TH to establish 10 top reasons for patients waiting to see a receptionist | Dr Tom | Nov 18 | | Red |
|  | 13/11/18 | Place an NHS Choices link on Practice Website for patient feedback | Dr Tom | Nov 18 | | Red |
|  | 13/11/18 | PO to send NAB contact details for TH to liaise with them about visual impairment training resources for staff. | PO and Dr Tom | Jan 19 | | Red |
|  | 13/11/18 | Chair to attend an all staff meeting for introductions | Dr Tom | Jan 19 | | Red |
|  | 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 | Jan 19 | | Amber |
|  | 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 | | Amber |
|  | 09/10/18 | Book club at Timken Grange. Awaiting final governance clarification | Jill F | Dec 18 | | Amber |
|  | 09/10/18 | Coffee Morning – still fact finding to report back to the group | Bill | Nov 18 | | Amber |
|  | 09/10/18 | Well pharmacy challenges and risk to reputation | PPG | Jan 19 | | Blue |
|  | 09/10/18 | Volunteer governance and volunteer policy e.g. is there a need for online courses. Fact finding to be finalised. | Sue | Dec 18 | | Amber |
|  | 13/3/18 | Surgery to implement new Facebook Page. | Alison/Janette Ashton | Jan 19 | | Amber |
|  | **Completed Actions** | | | | | |
|  | 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 |  | |  |
|  | 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 | | |