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

30th November 2017

Attendees: Moira Chapman (Chairperson) (MC)

Christine Churchman (CC)

Ray Chapman (RC)

Sue Hoyle (SH)

Pauline Robinson (PR)

Bill Haylock (BH)

Alison Pound (AP)

Apologies:

Barry Kaighin, Geoff Beedell, Wendy Abel, Alan Bottwood

1. Welcome to Bill Haylock who is representing Marina Park Residents Association.
2. Minutes of the previous meeting were agreed.
3. NPEG Update – SH and CC had a meeting went to the meeting and a new chair (Ron Mendle) was appointed. It was agreed that the terms of reference would be finalised at the next meeting. The main discussion of the meeting was around Care Navigation and Media. Alison confirmed that Dr Rogers has recorded the message on the phone as part of care navigation. The patient congress members have been re-elected. Discussion about holding a mental health workshop in the spring. Discussion on PPG’s and how they can be supported by the practices. They had a speaker (Lyn Gallager) from Northants careers on what is available to help people that are caring, this included a talk on young carers. She is happy to come and talk to any PPG.
4. CQC visit – inspector rang and spoke to MC to get feedback. MC commented that all he seemed to be interested in was if the PPG were going to do another patient survey. It didn’t matter what Moira said all he kept asking about was a survey. MC asked the group if they would like to do another survey. There was little interest in doing one due to collating the data which last time took a very long time. AP advised that she was still waiting to be told what the rating would be.
5. A discussion was held in respect of what the surgery want from the PPG – AP said that an area that needs to be improved is communication with the patients. The surgery needs to be better at this and is looking to have a communication plan next year that will program month by month information for the patients. Janette (Operations Manager) has this as one of her key areas. SH said that the PPG needs to be revitalised and that we should be encouraging new members. MC said that we have tried to get more people involved however they attend for a few meetings and then don’t come again. We are aware that we need to get a more diverse age group but have been unsuccessful in getting them to engage. It was suggested that it might be a good idea to have meetings more regularly so that the group manage to move more things forward. it was agreed a meeting would be held every two months instead of quarterly. Meeting date is set for 17th January to look at how the PPG can help with the Comms.
6. AP gave an update on Care Navigation which is now live in the surgery. Receptions are coping well and have a questionnaire to fill out when talking to the patients. This is to aid the clinician that is based in reception to identify if the patient needs an appointment or a follow up phone call. So far it is working well although it has meant that the receptionists are a bit slower whist they are getting used to it.

Staffs update – we are looking to recruit another ANP. The plan moving forward is that we will be using trained clinical staff that are overseen by the doctors.

Friends & Family test – this has gone to 85% who would recommend us as a GP practice. We used to get 10-15 per month, since it has been possible to text this response we have over 300 returns per month.

Locum name change – it was requested that when booking an appointment on line it says locum doctor and it would be better if it said the actual doctors name- Alison to discuss with Mini to see if possible

1. All over items on the agenda were not discussed but carried over as time run out.

Date of next meeting 30th January for workshop on communication