**St Luke’s Primary Care Centre**

**Patient Participation Group Minutes**

**1825hrs - 8 May 2018**

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

Paul Westley (Secretary) (PW) Bill Haylock (Dep Chair) (BH)

Alan Bottwood (AB)

Dr Emma Donnelly (GP Partner) (ED)

Alison Pound - Practice Manager (AP)

**Apologies:** Moira Chapman and Wendy Abel

1. Alison announced that former member of this group, Ray Chapman, had sadly passed away. Sincere condolences were expressed for his wife, our Chair, Moira and our thoughts are with the family at this time. Moira has held the Chair role for some time and the group expressed heartfelt thanks for her work; she has resigned as Chair but it is understood she would like to return to help with the group in the future.
2. **Extraordinary Election of Officials (to Nov AGM)**
   1. **Chair** – Sue Hoyle nominated by proxy vote by Wendy and seconded by Alan. All agreed.
   2. **Deputy Chair** – Bill Haylock said he was prepared to step into this role and seconded by Alan. All agreed.
   3. **Secretary** – Paul Westley nominated by Sue and seconded by Bill. All agreed. Paul expressed his thanks to Alison for having written the minutes etc to help the group.
3. **Minutes of the Last Meeting of 13 March 2018**.

* 1. Item 3. Error as PW did not attend the Jan NPEG as he wasn’t a member.
  2. Minutes agreed and Alison to amend minutes on website.
  3. Actions outstanding – see updated Action Log at end of minutes.

1. **Terms of Reference and Constitution**
   1. Sue recommended a review of these documents by all. Emma raised the point that members of the PPG can be younger than 18 years of age. It was agreed that this would be changed to 16 when we review it.
   2. **Action: Sue to circulate the two documents**
2. **PPG Interaction Model**
   1. The group agreed it needed to get back to basics to ensure good comms and encourage new members. Bill had done some work producing a model showing PPG interaction with Reference Group members, GPs and others. Emma committed to attend our meetings and be the GP Partner rep which was warmly greeted.
   2. There was discussion about the Pharmacy being part of the group and it was agreed that, whilst they are not part of the practice as such, they are part of the overall service from the practice.
   3. Alison expressed agreement and in terms of actions coming out of PPG meetings, explained that she needed to be able to prioritise her workload to include actions from PPG meetings and ongoing business as usual. She and the managers at St Luke’s are working hard to develop quality improvement programmes and change models internally to improve access for patients. Emma agreed things had been very challenging over the last three weeks due to a bout of sickness which affected most of the clinical staff at St Luke’s resulting in cancelled pre booked appointments and increased demand for on the day appointments. A discussion took place concerning actions and Paul said that we need to think widely how to get things done. It was agreed that in future any action could be given a priority rating to ensure timescales were realistic and impactive for the work required. (Maybe impact and importance scores).
   4. Emma said that GPs were being encouraged to think about new models to support people in staying well. She had thought about how St Luke’s might develop services to support health and wellbeing although at present there is no funding for GPs to do such work. Alan said that the Trilogy Gym in Duston was owned by the council and that might help.
   5. We need to revitalise the Reference Group too.
   6. Alan suggested mini working group meetings to get more things done. This was agreed and had already started.
   7. Alan suggested Councillors can help and to advise too. He reminded that an extra 6,000 more homes are anticipated in the catchment area!
   8. Sue expressed a desire that all member email addresses should be exchanged with permission of the members.

**Action: Sue to write to PPG members.**

* 1. **Action: After discussion Bill to amend model and circulate to members.   
     He was thanked for his work.**

1. **PPG and Reference Group Recruitment**
   1. **Action: Sue to update list of PPG and Reference Group members and contact them all.**
   2. It was agreed that applications needed to be streamlined and form reviewed. **Action: Sue to review**
   3. Sue suggested that Drs could hand out PPG forms to patients if they showed an interest/strong views in helping the practice. Emma was supportive of this idea.
   4. Alan said he could ask for Councillor’s money to fund leaflets for recruitment. Scouts could deliver.
   5. Sue to organise a mini working group on this subject to increase PPG and Reference Group membership
2. **Practice Booklet update/funding**
   1. Paul had submitted a review of the practice booklet, which was woefully out of date. The practice was working on it.
   2. Practice Booklet to be rewritten and amended action. A discussion took place about using local groups/magazines for entries.
   3. Paul said he had interest from Timken Grange. Alison said a company was currently engaged to do the website and booklet and they can be told about possible sponsors. The group agreed it should be a priority.
3. **Facebook meeting and Surgery Tour discussions**
   1. Paul thanked Alison for taking time with Janette Ashton for arranging extra meetings.
   2. The facebook page was being progressed and it was agreed to push information about the practice through this. A list of other surgeries already with facebook pages was produced. Emma expressed an interest as an experienced user.
   3. Members of the PPG attended a tour and discussion about the practice. Paul said he had a particular interest in call handling and wanted this subject as a separate agenda item at July’s meeting.
4. **Any Other Business**
   1. Alison handed out some sheets showing stats for members to view. It showed 30.2% of patients were active with online practice registration. 0.3% were inactive online although registered. 81,832 views of website Home page and 12,392 appointments all in a few months. Alison was thanked for this and agreed the need to increase online use to save pressured resources.
5. **Date of Next Meetings at 1820hrs unless stated:**

10 July 18

11 Sept 18

13 Nov 18 (AGM)

15 Jan 19

**Outstanding Actions**

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| Date Raised | Action | By whom | Target date |
| 30 Nov 17 | Identify the Locum Drs by name for online bookings | Alison Pound | June 18 |
| 13 March 18 | Amend Dr Roger’s phone ‘Care Navigation’ message | Alison Pound with Dr Rogers | June 18 |
| 13 March 18 | Meet and Consult PPG members concerning new facebook page - done  facebook page to be implemented. | Janette Ashton | July 18 |
| 13 March 18 | Hold a PPG tour and information discussion at the practice | Janette Ashton | Done |
| 13 March 18 | The Website is out of date e.g. it does not mention anything about the booking in screen | Alison Pound | Screen booking in placed on site – done  Website still needs updating. |
| 13 March 18 | The Practice Booklet is out of date e.g. gives directions to disused surgeries | Paul Westley to send in critique | Done but Booklet is still to be amended by practice |
| 8 May 18 | Circulate PPG ToR and Constitution docs for review by members | Sue Hoyle | June 18 |
| 8 May 18 | Write to PPG members to check that email addresses can be shared with other members | Sue Hoyle | June 18 |
| 8 May 18 | PPG interactive Model to be updated and circulated | Bill Haylock | June 18 |
| 8 May 18 | Contact all PPG members to revitalise membership | Sue Hoyle | June 18 |
| 8 May 18 | Applications to join PPG to be streamlined and form reviewed. A mini working group to help | Sue Hoyle | July 18 |