**St Luke’s Primary Care Centre**

**Patient Participation Group Agenda**

**Tuesday 17th September 2019 6.30pm**

Present: Sue Hoyle (Chair) SH, Bill Haylock (Deputy Chair) BH, Moira Chapman (Secretary) MC, Dr Howseman TH, Dr Donnelly ED, Alan Bottwood, Ewa Siwecka ES, Jill Flanders JF, Pauline Robinson PR, Paul Westley PW, Susan Tudor ST, Wendy Abel WA

1. Welcome and apologies.

Apologies from Pat Hull PH, and Karen Rockell KR.

HUGE congratulations to Karen for her Gold and Silver medals and world records for swimming in the World Transplant Games this summer.

1. Minutes (16th July 19) and actions outstanding.

2/2/19 Chronicle and Echo statement on pause unless needed.

09/10/18 Well pharmacy approached by PPG. 2 issues for practice:

1) Scripts late in the day please can they be paper.

2) Can they please not have to queue when talking to reception.

**ACTION: Tom will update the PPG when he has an answer to these requests**.

Tom has met with Lydia.

3) From that, made aware they had an attempted break in and need shutters on the front. We are applying for planning permission.

13/11/18 Surgery navigation map is making progress.

1. Practice Update – Practice Managements & Recruitment – Tom

Interim practice manager has left due to change in personal circumstances. On a positive note she commented the practice was well organised.

We have successfully recruited a permanent new practice manager who starts in October, Sharon Hennell.

TMH and SMR have been acting into PM role but stepped back when the interim arrived. They have recognised the need for some continued oversight and clinical collaboration with our new PM when she arrives.

We have recruited a frailty manager between St Luke’s and Park Avenue to help provide continuity for more vulnerable patients. Name Sara and she starts this week.

We have a social prescribing link worker who will work across our PCN. Name Vera. Starts beginning of October. Her role is to enable people to reduce the risk of progressive health and wellbeing problems.

Dr Sara Field is returning to the practice in October.

Sadly, we are losing Dr Ejaz who is joining another practice as a partner.

We have an international GP recruit Luis joining us within the next few weeks. He has an interest in minor surgery.

We have an experienced ANP joining our emergency care team in October. Name Sharon We hope to use her arrival to allow us to free more GP partner time for routine appointments to facilitate improved continuity.

We also have a paramedic Lisa joining us in October. She will support home visits where appropriate and work with the emergency care team. We hope her arrival will free up more GPs for palliative visits.

Clare, one of our existing ANPs has trained to administer steroid joint injections.

Clare has increased her number of hours regularly to facilitate doing these injections moving forward in response to the need and discussion with the PPG at the last meeting.

1. Amendments to Constitution – Bill

Agreed the constitution in July 2018. Need a re-enacting on a yearly basis.

5 Execs meet regularly to set agendas etc but wanted to make it clear these are not “closed door “meetings and all members are valued. He has changed the wording under the section; Management to reflect this.

All correspondence to partners goes through the chair and constitution has updated the minutes to reflect this.

Code of conduct; simple changes to reflect need for respectful behaviour not only during meetings but to include conduct outside a meeting which can reflect on the ppg.

Somebody who is continually disruptive or inappropriate can be asked to leave if deemed necessary.

**ACTION: Bill will send out amended constitution in advance for approval at AGM**

1. Executive Committee Profile -Bill

Single page story explaining what the PPG is about. It is a work in progress and open to comments to help it develop.

**ACTION: Bill will give a copy to come out with the minutes for approval.**

1. Membership List – Sue

Sue updates the list annually. Sends 2 emails and if no response after a second email takes them off the contact list. This process was agreed by the PPG.

Would like ideas to encourage recruitment of younger members. There is an interest in first aid in paediatrics which was mooted as a suggestion to attract families.

PPG members may start to visit toddler groups when they have capacity.

**ACTION: Sue will bring figures showing numbers joining and now taken off the list to the AGM for information.**

1. PCN – PPG working with other practices within the PCN – Sue

We are Blue PCN. Made up of 6 practices (now 7 with King’s Heath). We cover 64,000 patients. Tom is clinical director leading the PCN development. We are starting to develop cross working across practices.

Our PPG are interested in meeting with their PPGs to consider cross working.

**ACTION: Tom will message PCN leads to see if their PPG would like to engage**.

1. Meeting with St Crispin Retirement Village – Sue

St Crispins are very keen to engage but not outside the village. The PPG are going to attend 21st October at 2pm to meet with residents and discuss how they may like to work together.

1. Health Walks – Moira

Going well. Surgery walked postponed until social prescriber is in place.

Macmillan coffee morning Thursday 19th September – if staff would like to donate that would be welcome.

**ACTION: Emma to ask staff if they wish to make donations.**

1. Health Talks - Moira

First health talk was about arthritis and was very well attended.

October topic; food allergies

November topic; Psoriasis and Eczema.

**ACTION: Moira to arrange topics for next year.**

1. Book Club

Well attended but still have a couple of places available. Despite being held at Timken Grange, there are no members from there.

**ACTION: Jill will speak to manager at Timken Grange to see if they can encourage membership.**

1. Flu Clinic – Sue

The surgery have asked if PPG can help with signing in for flu clinics as they did last year.

**ACTION: Dates will be shared as we get them. (?practice manager action moving forwards).**

1. Future Meeting Dates, Next Meeting

November 12th. 2019

1. AOB

NPEG have asked for a poster to be added to our comms screen. Already actioned.  
Update on phone system; we now have a queue system with a message updating where a person is in the queue. There is no cost to the person dialling in until they speak to somebody and we have updated the message with the company who will upload to the system so patients know this while waiting.

**St Luke’s Primary Care Centre Patient Participation Group**

**Action Log**

|  |  |
| --- | --- |
| **Colour coding:**  **(the number before the colour allows easy sorting of the table)**  1Red : to do  2Amber : in progress  4Green : complete  3Blue : to hold | **Priority rating**  **of the top three actions :**  **(if necessary where there are a lot of big items)**  **1st, 2nd or 3rd** |

**Pending Actions**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Date Raised** | **Action** | **By whom** | **Target date** | | **Rag rating** |
|  | 17/9/19 | Bill will send out amended constitution in advance for approval at AGM | BH | Nov 12th | | 1Red |
|  | 17/9/19 | Emma to ask staff if they wish to make donations of cakes to the charity coffee morning | Dr Emma | Sep 19th | | 4Green |
|  | 17/9/19 | Flu jab clinics dates to be shared with Sue | Dr Emma/Tom until PM arrives | Nov 12th | | 2Amber |
|  | 17/9/19 | Pharmacy discussion re avoidance of needing to be stood in the St.Luke’s Queue & re Home visit paper scripts ASAP – Tom will d/w with team and find a solution that meets operational necessities but also recognises the mutual professional respect that we wish. | Dr Tom | Nov 12th | | 2Amber |
|  | 17/9/19 | Tom will message PCN leads to see if their PPG would like to engage, and provide them DustonPPG email address for responses. | Dr Tom | Nov 12th | | 4Green |
|  | 17/9/19 | Gill will speak to manager at Timken Grange to see if they can encourage book club membership | Gill | Nov 12th | | 1Red |
|  | 09/10/18 | Well pharmacy challenges and risk to reputation – SH to arrange meeting. | PPG | Pending | | 4Green |
|  | 17/9/19 | Sue will bring figures showing numbers joining and now taken off the list to the AGM for information | SH | Nov 12th | | 1Red |
|  | 12/2/19 | Chronicle and Echo liaison with positive article  Update – contacted above, article Aug/Sept | AB  AB | May 19  Aug/Sept 19 | | 3Blue |
|  | 13/11/18 | Surgery navigation map for patients  Update – business plan incorporating NABB guidance to be formed. | Dr Tom  Dr Tom | April 19  Aug 19 | | 2Amber |
|  | 13/3/18 | Update practice website | Alison | Sept 18 | 4Green | | |
|  | 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 | 4Green | | |
|  | 8/5/18 | New words for PPG webpage to be added | Alison | Oct 18 | | 4Green |
|  | 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 | 4Green | | |
|  | 30/11/17 | Identify the Locum Drs by name for online bookings | Alison Pound | June 18 | 4Green | | |
|  | 13/3/18 | Amend Dr Roger’s phone ‘Care Navigation’ message. | Alison with Dr Rogers | Sept 18 | 4Green | | |
|  | 13/3/18 | Surgery to implement new Facebook Page. | Alison/Janette Ashton | Jan 19 | | 4Green |
|  | 13/11/18 | Order PPG banner | BH | Feb 19 | | 4Green |
|  | 12/2/19 | PPG Badges and two new banners | BH | May 19 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 12/2/19 | Three Shires Approach to speak to PPG. Contact details to be passed to SH  Update – meeting arranged in May | Dr Emma  SH | May 19  June 19 | | 4Green |
|  | 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 | | 4Green |
|  | 12/2/19 | Give new patients, PPG info amongst application forms | DR Sinead | March 19 | | 4Green |
|  | 09/10/18 | Ask clinical colleagues to contact Robert if they are available to help with the Health Expo | Dr Tom | 10/10/18 | | 4Green |
|  | 13/11/18 | Chair to attend an all staff meeting for introductions | Dr Tom | Jan 19 | | 4Green |
|  | 15/1/19 | GP partners to be consulted and more research on Trilogy Referral Scheme | Dr Tom | Feb 19 | | 4Green |
|  | 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 | | 4Green |
|  | 15/1/19 | PPG members to come into the surgery with banner etc (laptop to help people use NHS choices if possible}  Update – members attending two weeks in  June/July  TH to ask if any doctors appraisals in the future would like ppg to help administer.  Converted into the PPG running the patient survey within the practice to gain the valued feedback | Dr Tom  SH  TH | Feb/Mar 19  June/July 19  July 19 | | 4Green |
|  | 13/11/18 | PO to send NABB contact details for TH to liaise with them about visual impairment training resources for staff. Signage link. | Dr Tom | April 19 | | 4Green |
|  | 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 | | 4Green |
|  | 10/7/18 | New PPG constitution agreed. To be published on website. | Dr Tom | Oct 18 | | 4Green | |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 13/11/18 | TH to establish 10 top reasons for patients waiting to see a receptionist | Dr Tom | Nov 18 | | 4Green |
|  | 13/11/18 | Place an NHS Choices link on Practice Website for patient feedback | Dr Tom | Nov 18 | | 4Green |
|  | 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 | | 4Green |
|  | 09/10/18 | Put the minutes on website & quicker turn around | Dr Tom | Nov 18 | | 4Green |
|  | 09/10/18 | Change the web map for practice area | Dr Tom | Nov 18 | | 4Green |
|  | 09/10/18 | Promoting Health walk. It is currently on the website but add to the TV screen? | Dr Tom | Nov 18 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 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 | | 4Green |
|  | 15/1/19 | Research to consider the effect of 8am surgery opening on 8am appointments. | Dr Tom, and Dr Emma | Feb 19 | | 4Green |
|  | 14/5/19 | TV screens to be reviewed for over-wording, the wording has been amended, and the new survey results have replaced the 2018 results, imminently on the screens | Dr Tom, now Janette | July 19 | | 4Green |
|  | 19/3/19 | Have patients been advised of new controlled drugs Pregabalin and Gabapentin? | ED | May 19 | | 4Green |
|  | 19/3/19 | Process for prescribed medication by Consultants | ED | May 19 | | 4Green |
|  | 19/3/19 | Permission for PPG banners to be placed in the Surgery | ED | May 19 | | 4Green |
|  | 10/7/18 | Organise Art Group | Jackie PPG member | Nov | 4Green | | |
|  | 09/10/18 | Book club at Timken Grange. Awaiting first meet | Jill F | Jan 19 | | 4Green |
|  | 10/7/18 | Organise Healthwalk | Karen PPG member | Sept 18 | 4Green | | |
|  | 09/10/18 | Coffee Morning – first meeting | Karen R | Feb 19 | | 4Green |
|  | 14/5/19 | MC to continue to work with the parish council. To create a PDF to advertise Arthritis Coffee afternoon. To liaise about transport? door2door. | MC | June 19 | | 4Green |
|  | 19/3/19 | Monthly Coffee afternoons to be launched with themed sessions  Update – starting July 18th with arthritis | MC | July 19 | | 4Green |
|  | 13/11/18 | PPG to conduct fault finding analysis of booking in screen. Conducted by surgery | PW | Jan 19 | | 4Green |
|  | 15/1/19 | Queue analysis – pending and monitoring changes just made | SH | Feb 19 | | 4Green |
|  | 14/5/19 | PPG attending Marina Park fun day 22nd June | SH | June 19 | | 4Green |
|  | 14/5/19 | PPG attending Duston Fun day 30th June | SH | June 19 | | 4Green |
|  | 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 | | 4Green |
|  | 14/5/19 | TH to ask doctors about future appraisals | TH | June 19 | | 4Green |
|  | 14/5/19 | TH to ask ED whether appraisal survey still required | TH | June 19 | | 4Green |
|  | 14/5/19 | TH to ask prescription team and then highlight this new frequency of pick up. | TH | June 19 | | 4Green |