

St Luke's Primary Care Centre – Patient Participation Group

Minutes of Meeting held on 14th June 2017

Present: Moira Chapman (Chairperson) (MC)
Kath Bottwood (Secretary) (KB)
Alan Bottwood (AB)
Tom Tarry (TT)
Christine Churchman (CC)
Wendy Abel (WA)
Alison Pound (Practice Manager) (AP)

1. Apologies and Welcome

Apologies were received from Barry Kaighin, Pauline Robinson, Ray Chapman and Geoff Beedell

2. Minutes of the previous meeting and Matters Arising

The minutes of the previous meeting held on 14th March 2017 had been circulated prior to the meeting. The minutes were agreed and signed, as a true and accurate record.

Action: MC to send a copy of the Minutes to the Practice for inclusion on PPG website.

3. Matters arising

None.

4. Correspondence

MC reported that she had been contacted by the daughter of one of the Centre's patients. The daughter explained that her mother was deaf and although she had set her mother up on line, the daughter was unable to access the system as she lived abroad.

MC stated that she had passed this issue onto the Admin Manager for action.

AP advised that NHS England does provide a service for the deaf but the Practice does not have a current contract with them.

5. Newsletter

MC reported that an initial 250 copies of the newsletter had been printed. Copies were left in shops, library, Duston Leisure Centre. Further copies were also on Reception for patients to pick up. A copy of the newsletter had also been posted to the PPG section of the Practice website.

MC reported that, disappointingly, there had been no feedback from the newsletter.

Discussion took place on the future of the newsletter, given that we are a small committee and need additional members to support any further projects. Our constitution sets our minimum number of members as 5 and maximum number of members as 15.

Action:

1. **MC to contact Duston Out and About, 50+ magazine and both Upton and Duston Parish Councils to provide a link to the PPG group on the Practice website. Also to specifically state that new committee members would be welcomed.**
2. **MC to email latest copy of the PPG Constitution to all existing members and ask for comments.**

6. Attracting new members

KB questioned whether the existing committee has the resources to fulfil the objectives of the PPG and asked what the Practice would like from us.

AP pointed out that the Practice has no control/input to the PPG and could only give examples of what she had been told about the activities organized by other PPG committees: these being walking groups and ways to get fit activities.

It was agreed that once the Constitution had been circulated, the committee would discuss this issue further and it was suggested that we might make direct contact with, for example, Extra Care Retirement Village and Redruth Care Home with a view to increasing membership of the committee.

7. AGM

The date of the AGM was agreed as 12th September 2017 at 6.30 pm. It was confirmed that new officers would be elected. MC stated that, under the terms of our constitution, she would need to stand down as Chairperson.

8. Date of next event

It was agreed to host a "General Well-being" event on 11th October. This is a date when the surgery is closed for Staff training.

Action: Committee members to contact MC with ideas/contacts for this event. MC to then set up an interim meeting to take this forward.

9. Northampton Patient Engagement Group

CC reported on a meeting recently attended where the following issues were discussed:

- The Constitution of this newly formed group
- How some GP practices are working together on:
 - Providing on the day appointments
 - Providing "templates" for Receptionists to follow
 - Getting ideas from patients
 - Formulating a pre-questionnaire on mental health symptoms
 - Mental health in young people
 - Sustainability Transfer Plan

CC stated the next meeting will be held on 18th July, possibly at the CAB office in Mercers Row.

10. Surgery update

AP reported on some general issues affecting GP practices.

AP reported that the "GP in Reception" plot continues to go well. She reported that whilst not direct feedback, the patients seem to like the scheme.

Staff changes:

New appointments (Doctors)

Dr Nalla – 6 sessions per week
Dr Blackman – 1 session per week
Dr Holding – 6 sessions per week (from September 2017)

Departures (Doctors):

Dr Adams left at end of May.

1 new Advanced Nurse Practitioner to join the Practice in August to replace 1 ANP who has resigned to work closer to home.

New contract:

A new Clinic Pharmacist has joined the Practice on an initial 3-month contract. This is a joint project with Eleanor Cross Practice. The purpose of this role is to carry out medication reviews, medication changes from hospital discharge, deal with medication queries.

There is a push towards surgeries working in collaboration but, for many Practices, St Lukes is a very big Practice to be partnered with.

Admin staff:

2 admin staff have retired and 2 new starters have been employed to replace.

AP reported that Receptionists have training in specific areas, eg anxiety. Whilst they cannot make any clinical decisions, they can work through a template which will signpost them to specific areas and make a referral back if necessary.

Cyber attack

AP reported on how the recent cyber attack had affected the Practice in being instructed to close down every PC. Patients told not to go to the surgery unless an emergency. Some blood tests had to be cancelled. The Path Lab was shut down and blood was only available in emergency situation.

AP reported that whilst some of the system was back Tuesday midday, it was Thursday of the same week before the full system was back in operation. AP stated that some 25% of GP Practices in the County were infected.

11. **Any other business** - None

12. **Date of next meeting:**

AGM 12th September 2017 at 6.30 pm. Interim meeting to be arranged to discuss October event.