**St Luke’s Primary Care Centre**

**Patient Participation Group Minutes**

**1830hrs – 9 October 2018**

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

Bill Haylock (Dep Chair) (BH)

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

Dr Sinead Rogers (GP) (SR)

Alan Bottwood (AB)

Moira Chapman (MC)

Jill Flanders (JF)

Karen Rockell (KR)

Pat Hull (PH)

Pauline Robinson (PR)

Wendy Abel (WA)

Robert Henry (RH)

**Apologies:** Emma Donnelly, Dawn Johnson, Jessica Birtles, Geoffrey Beedell, Mike Pepper and Clive Rockell.

TH explained that Emma Donnelly was regretfully ill so was unable to attend this evening. He said the partners have a keen interest in the resurgent PPG and he will also attend for the next three months. There will now be a standing item at the Partners’ meetings to discuss the PPG minutes and actions.

1. **Minutes of the Last Meeting of 11 September 2018**.

* 1. Minutes agreed.
  2. There was some discussion about how the minutes are agreed. SH

explained that the September minutes had been agreed with members

and the surgery online but had not been placed on the website.   
 **Action:** TH to cause the Sept minutes to be placed on the website.

1. **Outstanding Actions**
   1. **Amend Care Navigation message (Alison)** – SR and TH said the

message had recently been amended.

* 1. **Create new surgery Facebook Page (Alison)** – TH the

Facebook page has recently been set up. There was some discussion about how it should be publicised, how it will be moderated and also WA and others expressed that items might be placed on Facebook but not elsewhere, leaving non-Facebook users in the cold. TH promised they would be duplicated. It was agreed to discuss more fully at the next PPG next month. It was agreed to be a good step forward to push information to patients.

* 1. **Update Practice Website (Alison)** – TH said that he has been told it

has been updated. It was agreed that some things had changed and it

would be an evolving issue. PW pointed out that the ‘registering’

section still showed a map showing the old surgeries.

**Action:** TH to cause this to be amended.

* 1. **Rewrite Practice booklet (Alison)** – TH reported that this had been

rewritten and sent to the publishers. PW pointed out that that the website version needs updating too (ASAP) as it is some years old. **Action:** TH to clarify when new one is published and then updated on the website.

* 1. **Upload new PPG page (Alison) –** Not completed. TH asked for the

document again from PW and TH will cause it to be updated, together

with the new link directly to the PPG email account if possible.

* 1. **Publish Drs’ other surgery time commitments (Alison)** – TH said

he is in the process of writing a presentation for the TV screen in the surgery and hopes it could be added soon.

* 1. **Publish new PPG constitution onto website (Alison)** – not

completed. TH asked for a copy of the document so he could cause

this to be done.

1. **Actions Priority Rating** (A/B/C)  
   1. TH said he had sent a R/A/G suggestion to show the current status of

each action. Bill showed a copy of another layout he has used in business, showing priority ratings.

* 1. It was agreed that the PPG have always respected that the surgery

may have other priorities so an agreed Priority 1/2/3 would also be

good, depending on the effort needed and the impact it would have to

improve patient experience.

* 1. PW will put something together in consultation with TH and BH for the

next meeting. TH said he looked forward to this as it will show

show real progress at a glance for the Partners’ meetings.

1. **Surgery Article**
   1. Bill said he had written a personal viewpoint for publication and it

needed to be agreed by the surgery. He informed the meeting that he

was considering ‘St Crispin and Upton’, ‘Duston Out and About’ too.

MC suggested that the 50+ was good as well.

**Action:** TH to take to Partners’ meeting for approval. BH to take ongoing ownership of these articles

1. **NPEG**
   1. SH said she attends this meeting and circulates the minutes. She

suggested that it was unnecessary to have it as a recurring agenda

item unless there were any matters arising for the PPG. Agreed

1. **Signing in Screen**
   1. SH said this matter had been raised before but she really felt it needed

some action. It is thought that patients cannot book in on the self

service screen earlier than 30 minutes before their appointment, or

later than a minute or two. The screen does not explain why a patient

cannot book in and they then have to queue for reception. A sign is

needed to explain if the limits cannot be changed.

* 1. Then there was some discussion, raise by MC, about nurse

appointments on the screen which do not clarify the practitioner is a Nurse.

* 1. Ait was observed that health professionals ie pharmacy

prescription collections and deliveries, were also waiting in the queue and it seems to be the only practice where this happens. TH said he would examine further.

* 1. PW suggested that some proper research needs to be conducted on a

day at the surgery to find out what people are waiting for and then try

and find other means to speed things up. The PPG could help and all

agreed. SR and TH said it was a good idea and would raise it at the

Partners’ meeting.

**Action:**  TH will examine further and raise the issue of queue analysis at the Partners’ meeting.

1. **Correspondence**
   1. SH explained that she had received information that FDS charity is

offering special exercise for disabled people if referred by the surgery

but the surgery had declined to sign the form. TH explained that it is

an insurance thing as, by signing the form, the GP was assuring the

patient would be safe. SH said the providers were happy to liaise and

amend the form.

**Action:** SH to cause an amended form to be negotiated with the surgery via ED.

* 1. SH also said she had received information that the website published

24/7 phone service was not operating. PW confirmed that a call out of

hours referred the caller to 111. However, if the caller presses ‘1’ then

the system asks for date of birth etc, so there seems to be fault

somewhere.

**Action:** TH to get this looked at.

1. **Coffee Morning (etc) Update**
   1. SH said the Health Walk run by KR was well underway. All agreed that

was good news and KR was thanked. TH to collect leaflets and it is

currently on the website.

**Action:** TH can add to TV screen and raise with clinicians.

* 1. JF explained that the Book Club arrangements were in hand after two

successful meetings with Timken Grange. Just a few things to iron out

that whether indemnity and DRB checks are needed. JF is hoping to

start it in January and on a Weds morning at 1030hrs. JF was

thanked for her work.

**Action:** Book Club at Timken Grange - Jill

* 1. SH said the group had agreed a coffee morning would be beneficial but

the venue had not been agreed and we need someone to take a lead.

**Action:** BH would progress the coffee morning venue as a start,

following various suggestions.

1. **Any Other Business**
   1. BH raised the issue that, during PPG work at the surgery, patients

were often exasperated with the poor service provided by the adjoining

WELL pharmacy. Whilst it is acknowledged as being a separate entity

to the surgery, it reflected badly. There was some discussion about

either speaking to the manager, area manager and/or inviting them to

the PPG. Finally, it was agreed to await the queuing research to see

how the Pharmacy might impact. This item is therefore pending next

meeting.

9.2 SH said that Registrations at the surgery had increased for new

patients and also for online registering too. However, she is concerned

that times for registering have been specified yet the patients do not

know this until they arrive with no mention on the website etc.

**Action:** It was agreed and TH will cause info to be published. BH said

that officially registrations for online patients were restricted to one

email address per patient, however he had found it works for him and

his wife with the same one.

**Action:** TH to examine further.

9.3 RH said he was involved in a Health EXPO at St Crispin Community

Centre promoting awareness of well-being. TH said this was good providing sensible caution was administered when giving out medical advice so as not to create misplaced anxiety.

**Action:** Clinical colleagues to be asked if they might be able to help RH. (TH)

9.4 KR said she had sent something out about volunteering in surgeries. It

was agreed that Governance was important and just might be useful for all the volunteering for the surgery, once explored for things like the Book Club. SR said that courses were available to help and would explore further.

**Action:** Volunteer Governance and volunteer Policy to be examined with a fact-finding mission with County Leader. (SH)

**Next Meeting: Sue reminded everyone that the next meeting and AGM is 13 November, 1830hrs.** She thanked everyone for a good turnout.

*BH and others said that the attendance of the Drs, the listening and the hastened actions were excellent.*

**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 to be discussed and prioritised**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Date Raised** | **Action** | **By whom** | **Target date** | **Rag rating** |
|  | 8 May 18 | New words for PPG webpage to be added | Alison | Oct 18 | Red |
|  | 10 July 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 | Oct 18 | Amber |
|  | 10 July 18 | New PPG constitution agreed. To be published on website. | Dr Tom | Oct 18 | Red | |
|  | 09/10/18 | Put the minutes on website & quicker turn around | Dr Tom | Nov 18 | Red |
|  | 09/10/18 | Change the map for practice area | Dr Tom | Nov 18 | 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 | Dr Tom | Nov 18 | Red |
|  | 09/10/18 | Promoting Healthwalk. It is currently on the website but add to the TV screen? | Dr Tom | Nov 18 | Red |
|  | 09/10/18 | St Crispins and Duston leaflets :  Bill Haylock will kindly take ongoing responsibility for creating and submitting the 350 word article. | Bill Haylock | End of Oct 18 | Red |
|  | 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. | Dr Tom | End of Oct 18 | Red |
|  | 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 | Red |
|  | 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 | Red |
|  | 09/10/18 | Multiple accounts for the same mobile phone number new registrations appear to not be possible , despite historical ones working well : eg. husband and wife (consent gained for PID)  Bill and Patricia Haylock. | Dr Tom | Nov 18 | Red |
|  | 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 | Red |
|  | 09/10/18 | 24/7 phone booking inconsistency need clarifying whether pt is 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 | Red |
|  | 09/10/18 | Book club at Timken Grange | Jill F | Nov 18 | Amber |
|  | 09/10/18 | Coffee Morning – fact finding to report back to the group | Bill | Nov 18 | Red |
|  | 09/10/18 | Well pharmacy challenges and risk to reputation | PPG | Jan 19 | Blue |
|  | 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. |  | Dec 18 | Red |
|  | 09/10/18 | Volunteer governance and volunteer policy eg is there a need for online courses. Fact finding meeting by Sue to meet with county volunteer leader to find out the rules that must be obeyed. | Sue | Dec 18 | Red |
|  | 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 | Red |
|  | 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 | Red |
|  | 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 |

**Actions completed**

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| --- | --- | --- | --- | --- | --- |
|  | **Date Raised** | **Action** | **By whom** | **Target date** | **Rag rating** |
|  | 10 July | Organise Art Group | Jackie PPG member | Nov | Green |
|  | 10 July 18 | Organise Healthwalk | Karen PPG member | Sept 18 | Green |
|  | 30 Nov 17 | Identify the Locum Drs by name for online bookings | Alison Pound | June 18 | Green |
|  | 13 March 18 | Amend Dr Roger’s phone ‘Care Navigation’ message | Alison with Dr Rogers | Sept 18 | Green |
|  | 13 March 18 | Surgery to implement new Facebook Page. | Alison/Janette Ashton | Sept 18 | Green |
|  | 13 March 18 | Update practice website | Alison | Sept 18 | Green |
|  | 13 March 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 July 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 |