

PATIENT PARTICIPATION GROUP MINUTES 12.07.18

Meeting held at Victoria Health Centre Glasshouse Street

PPG Members Present: Anne Hardy, James Pam, Agnes Gardner, Debs Main (Chair), Robin Taylor, Christine Roach, Sue Clague (minutes), Barbara Kendal, Bill Brown, Catherine Wallis, Tryphena Anderson

Present on behalf of Practice: Catherine Gordon (new practice manager), Dr Nightingale

Apologies: Cath Verhoeven, Alan Wilson

1. Minutes from minutes of meeting (AGM) held on 12.4.18

Debs read out the minutes. Debs asked Catherine G about Collette Saxon and we will get an update. The PPG have sent a good wishes card to Collette.

The minutes were ratified.

2. Matters Arising

James commented on the continuing good housekeeping in the reception area at 858.

The new automatic check in was welcomed.

3. Carer's event

This took place on 12.6.18 at 858. Ten carers attended and all felt the event was useful. Dr Nightingale thanked the PPG for their help with the event. There is a query as to whether the practice has captured registration for all carers.

Catherine G talked through MJOG (memory jog) which will go live on text reminders for all booked appointments in two weeks. Each patient will be asked for their mobile phone numbers and all appointments will be confirmed by text followed up by a 24hours before appointment reminder. The system can also block text specific groups eg carers to give alerts. Catherine G requested help from the PPG in raising awareness. The practice will ask all patients for mobile numbers to get best use of this new facility.

4. Medication review

Members of the action group have asked patients at both practices to complete a questionnaire to better understand the process at the practice of medication review and repeat prescriptions. The questionnaire was welcomed by patients and we have over 60 completed questionnaires. Members of the PPG will also be asked to contribute. The expected outcome is predicted to be somewhat confused which will enable the practice and the PPG to start a discussion on best way forward for a potential new protocol.

5. Recruitment to PPG

James updated the group on progress. After a static membership for a long time the action group went into both surgeries and now have achieved a doubling of the membership to 100. Catherine G stated that this compared very favourably with other practices. Robin asked about the involvement of the new members. Some members struggle to attend the meetings but they all receive the quarterly newsletter. Meeting minutes are also sent out and this all helps to improve information flow from the practice.

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6. Telephone situation

Catherine G has put this problematic issue at the top of her agenda. The service is now out to tender and it is anticipated that it will take up to six months to fully implement the new system. There will be an update at the next PPG meeting in October. The capacity for emergency appointments was discussed and Catherine G explained the enhanced GP plus service which has been well received by members of the PPG. There was a query on opening hours and clarity was given on the appointment booking process for out of hours either with GP plus or with NEMS /111 out of hours.

7. Catherine Gordon - Practice manager: Vision for coming year

We welcomed Catherine Gordon as our new practice manager who has joined us from Belvoir practice. She has background of HR and Operations as specific skill sets and will focus on better use of systems , improved access ,patient parity, a patient charter and communication whichever practice is used. Training on processes will be included.

Pam Husband has been appointed as assistant practice manager on a 12 month contract. There was a query on "being one practice" as it isn't currently embedded. There was a request for staff name badges and Catherine G confirmed that badges will be ordered for all with Christian name usage.

After a number of queries and some negative feedback Catherine will ensure that standard greetings formats will be established and adopted by reception staff.

8. Date of Next Meeting:

Thursday 4th October 2018 at 1pm at Victoria Health Centre