**Penny’s Hill Practice**

**Patient Participation Group Meeting Minutes**

**24th September 2014-6pm**

**In Attendance:**

Dr Geoff Hamp – GP Partner

Sister Susan Morse – Senior Sister & Treatment Room Manager

Mrs Maria Kay – Practice Manager

Mrs Lynette Bouchex – Reception Manager

Mrs Jacqui Balston – Assistant Practice Manager

Kathryn Owen – IT Administrator

**PPG Members:**

Marilyn Adcock

Byron Denys

Dianne Cook

Angela Evans

David Harrison

Michael Martin

Muriel Portugal

David Rogers

Edouard Sefton

John Wilcox

David Atkins

Alan Wakeford

Pauline & Gerry Needham

Graham Hustings

Jennifer Jenkins

Sarah Byron

Steve Jones

Richard Staple

**Apologies:**

Ronald McKonkie

Ken Orman

Douglas Scott

**Agenda**

1.Welcome

2. Actions arising from previous meetings

3. Seasonal flu and pulse checking for AF

4. Shingles

5. Child flu

6. Pneumonia

7. Friends and family questionnaire

8. Summary care record

9. Phone system

10. Ordering prescriptions via the website

11. Any other business

12. Date and time of next meeting

1. MK opened the meeting by welcoming the members and introduced the staff present.

2. Actions arising from previous meetings-

* Door to the waiting room- we have been unable to procure funding for this and so need to prioritise repairs, it has been decided that the seating is more important. It has lasted 25 years, but quotes have been very expensive.
* On line services- we are unable to advertise on prescriptions as we need to publicise which Doctor has been allocated to each patients care.
* Practice phones- open at lunch time. Presently this would be too difficult with our current staffing as we would have to stagger lunch breaks. The jury is still out and we are still looking at various options. The emergency line is manned between 1 and 2, for urgent calls. The main problem is the personal secretary and needing to speak to them. Please let us know of any suggestions.
* Phlebotomy – this has been rationalised to leave appointments for the less able bodied. We have been in contact with the CCG and findings need to be considered before any changes are made. There is no resolution at the moment until we have forthcoming funding. As a GMS practice we have different funding to a PMS practice, which is why some surgeries may have a different system. We have been providing it unfunded until now and it hasn’t stopped, just rationalised.
* NHS health checks- we are fully booked, for these, until January 2015. We have tried to book a certain number each week, so that it hasn’t impacted on other work. They have been very popular and more checks have been requested that we anticipated. It must be reminded that this is a non-urgent appointment for routine screening. Annual holidays have also had an impact on availability.
* The pathway outside- the pathway is jointly owned with Orchid House and therefore any decisions about changes have to be sanctioned by both practices. It would appear we want one thing and they another, so it’s a stale mate. Orchid House have proposed a wall to go in front of Rowlands over the disabled spaces, but that would be unacceptable to the PPG and they do not want it. Dr Ottley has suggested a cycle path type idea, with clear demarcation. Rowlands don’t own their building so have no input. It remains unresolved. A plastic crash barrier type wall was suggested.
* The practice survey has been renamed Friends and Family questionnaire.
* The white board outside Treatment room is it useful, have you noticed it? Some people thought that it could be time consuming for the staff to keep updating it.
* CQC visit date is still to be advised.

3. Seasonal flu and pulse checking for AF

Flu clinics will start on Wednesday 1 October; the second clinic is Wednesday 22 October. It will be a bit different this year as 2 Doctors will be involved in taking pulses to check for irregular pulse to try and identify patients who may be at risk of Atrial Fibrillation. There will be some smaller clinics later on in the year for those unable to attend these 2 dates.

4. Shingles, this year, will be for 70, 78 & 79 year olds, an order has been placed for the vaccines and we have identified those eligible.

5. Child flu has been targeted at 2, 3 & 4 year olds and 5-18 year olds also have the chance to be vaccinated. We will run clinics for those eligible.

6. Pneumonia vaccines will also be available for those at risk.

7. Friends and family questionnaire is a new format with 2 questions that Practices have been asked to put forward, with a set of answers. 1. How likely are you to recommend our surgery to others? 2. If you could change one thing about your care/treatment what would that be? The mini survey will be available on the website for completion after a patient has attended the surgery and also paper copies will be made available in the waiting room and we will endeavour to include housebound patients and nursing homes. It is undecided how we will collect this information, in the waiting room in the future, but we are currently exploring new ideas and technology. Results to question 1 will be published on the website commencing March next year on a monthly basis.

MK took a vote to see if more questions were required, no was the motion carried.

8. Summary care record leaflet, this has been pushed through doors nationally, direct from NHS England giving information about the sharing of information, which will be mainly allergies and medications and immunisations to start with. PHP has displayed information and given leaflets out to new patients and at flu clinics over the past year to inform our patients. We haven’t gone live with this yet, but if you do nothing we assume consent. There is more information about this on our website and on the TV in the waiting room.

9. Phone system- we have had a few complaints, recently, that calls are taking a long time to answer. There are times of high activity, but generally there has been an improvement since calls have been diverted directly to the secretaries. Unfortunately when staff are on holiday we can’t always cover their shifts, which means there will be less people to answer calls. Out telephone system isn’t sophisticated enough to divert calls/take messages, but we will contact Peach telecom (our provider) to see if they can improve things at all.

It was mentioned that perhaps it would be useful to have more information on how to book flu appointments on the posters, so that patients knew the best time to phone for this.

10. Ordering prescriptions on line should only be for ordering medications and not used for general messaging. Overall the system works well and positive comments were received. It was mentioned that our website can also be used to make appointments. We are unable to offer electronic prescribing as we decided not to sign up for it, due to all the initial problems with chemists and other things that were going on at the time.

11. A.O.B

* A patient told us about TwinsUK. It is the UK’s largest twin health register (for twins aged 18+) and encouraged people who are twins to join this worthwhile cause. We will try to include it on our waiting room screen to boost awareness.
* A patient asked could we look at flu clinic times. We have assessed it and people will always arrive early to try and get in first, so queues are unavoidable. We will start at 12.30 this year and people have been asked to come from 1pm. Disabled and infirm patients will come in through a different route. We will review at the end of the year again. We are hoping that the Fire Brigade will be here this year to offer free advice.
* Emailing medication requests. Unfortunately we are unable to accept requests this way as we do not have a secure enough system and we don’t have the staff resource for it. Our on line system comes directly to our medical system and so is far more secure.

12. Date of next meeting was agreed as Wednesday 26 November at 6.30pm.