

Patient Participation Group Meeting

Thursday 15th June 2017

Minutes

Present

Janet Wain, Glenys Tucker, Paul Mason, Tony Wardle, Carol Cooke, Christine Woodcock, Dr Reid

Apologies

Simon Hale

Freda Price

1. Minutes of the Last Meeting

The minutes of the last meeting were reviewed

2. New Members

We will continually try to recruit new members.

- Could we try to engage with schools
- Would the group like to have a group photograph?
- Recruitment Drive – Leaflets for GP's and Reception ?could we send out with letters.

3. Wellbeing Team

Members of the wellbeing team have now attended the surgery to provide the Doctors with more of an outlook as to who to refer into the service.

4. Place Based Working

This service is focused on the individual person – Services work around that, to try and move away from the old way of working.

CCG are yet to confirm the budget for this for next year.

Priority areas to look at as a place include

- Atrial Fibrillation – How we detect it.
- Mental Health
- Frailty

The Practice is starting to look at the Winter Pressures now.

8am-8pm working across the 3 local Practices – We are currently looking at the best way to approach this, there is a current issue as the Practices currently work on different Patient systems.

5. Specsavers - Audiology

We have been contacted by Specsavers Hearing Care who would like to come along to one of our PPG meetings to chat with the group – Would the members be happy to have them come along – **Yes – Emma to book.**

6. Topics for Patient Surveys

It was suggested that we do a patient survey based around patients knowledge of the online access, do they know about it, how useful they find it, how can we promote it etc.

7. Patient Online Access

There is currently a big push for patients to sign up to the Patient Online Access service which gives them the ability to book and cancel appointments online, order prescriptions and view parts their Medical records.

If anyone would like to sign up for this service please speak to a member of the reception team.

8. Any other Business

Recent Cyber Attack – lasted from the Friday afternoon until the Wednesday morning. The whole team worked together and dealt with it really well.

One issue was the INR (Warfarin Patients) – It raised the question as to whether we could have a written register.

Dementia

- There is a lack of information/help with finances etc.

There are some charities that may be able to help:

- Making Spaces
- Age UK
- Alzheimer's website
- Florence Shipley Care also have a lot of information
- NHS Decision Making Tool.

It may also be worth investigating if the CPN's have any specific information or are able to signpost.

Long Term Projects

- Community Matrons in Place by July – They will be seeing patients with complex chronic illnesses at home on a regular basis.
- Community Matrons and District Nurses will hopefully work more closely together.
- We are currently trying to rebuild the relationship with the District Nurses.

Dr Reid is very positive about it all and the future of the Place Based Working.

There are currently no further updates on Heanor Memorial Hospital.

Action Points

- Emma to book Specsavers for the next Meeting
- Emma to check and ensure that the screens are sounding when a patient is called in.
- Look into producing PPG leaflets and ask whether we could possibly send out with letters

9. Date of next meeting

Thursday 7th December 2017 – 4.30pm at Kelvingrove Medical Centre.

Thank you to everyone who attended and apologies received. We look forward to seeing at the next meeting at Kelvingrove meeting on 7th December 4:30pm.