**Patient Participation Group**

**Minutes of meeting held on Tuesday 20th November 2018**

**Venue: Morthen Road Surgery, Wickersley**

**Present:**

Lynda Blakesley (Practice Manager) Bill Wright Clare Southwell

Kerry Clay (Finance Manager) David Rhys Kate Bielby

Katie Brown (Admin Assistant) Jane Darker

Dr Sahu (Practice Partner)

**Apologies:**

Alan Garbett Julia Tomlinson

Kerry began the meeting by thanking everyone for taking the time to attend and introduced Katie, Lynda and Dr Sahu.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Virtual PPG v PPG meetings

PPG letters had been sent out last year by Paula regarding the change to virtual PPG. The hope was to expand the group but it is apparent that this has not worked out for the surgery and PPG.

Leaflets have been put back in all the surgery waiting areas advertising the PPG again and posters will soon be put up aswell.

David commented that he thought the virtual PPG didn’t work as it was difficult to get onto it. Bill commented that he had experienced no problems with this.

\_­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff Changes

Dr Brown has now retired and is enjoying her retirement.

We have recruited Dr Raj Gaikwad (Dr Raj) who joined us as a locum and in September this year became a salaried GP.

Dr Strettle is currently on maternity leave and we are pleased to say that she will be back with us in February.

Dr Rob is our locum GP covering Dr Strettle’s maternity leave until she returns.

Tara Ingle is our new Nurse Specialist for our Long Term Condition (LTC) patients and Katie will be supporting Tara with this.

We have had quite a few changes in the reception team. Elaine, Beverley and Sue have retired and we have lots of new faces in our receptions.

Chris is our Apprentice Healthcare Assistant; we are finding that a lot of patients appreciate having a male HCA at the practice.

Paula our Business Manager left us last December as a new management structure was put in place, Lynda is Practice Manager, Kerry as Finance Manager and Denise as Data Manager. This structure is working well.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Care Navigation

Please see Care Navigation Hand-out.

Care Navigation is new this year and had a successful pilot of the scheme. The scheme is designed to save GP time and to get patients to the right place without the need to see a GP first.

Posters will be put up in reception and the receptionists will ask some basic questions when patients call so they can determine whether the patient can be seen quicker through Care Navigation without having to see a GP first.

Jane commented that someone she knows had a difficult experience with this when trying to make an appointment with one of our receptionists and could not get the receptionist to make them a GP appointment. – This is not how it should work, the patient should be given the choice of being referred direct through Care Navigation or seeing a GP if they still wish to do so. We will ask our Head Receptionist to feedback to the receptionists.

Dr Sahu has only had positive reviews so far due to the quick appointment times. The physiotherapists can put their notes direct onto our system so the GP’s can see straight away what care is being offered and what progress ect is being made. It is extremely helpful for GP’s.

There is a list of things you can see the pharmacist about on the Care Navigation printout which is very helpful for patients so they don’t have to always make an appointment to see a GP, they can be seen straight away for advice from the pharmacist.

\_­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Suggestion Box

We will be making a change to the suggestion slips by adding space for patients to write their name. We get a lot of suggestions that we have explanations for but due to not knowing who has written the comment we can’t feedback to them. Hopefully if patients write their name on them we can get back to them about issues etc.

The comments will be brought to future meetings and any suggestions will be put forward at the Doctors meetings also.

Jane commented that she had put a suggestion in the box regarding blinds. Lynda confirmed we had a quote for new blinds now at Ravenfield. Jane commented that is was actually Wickersley she was referring to – Lynda will look into this.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any other business:-

Bill asked why all the televisions had gone from the waiting areas. This is due to the huge cost of having televisions at the surgeries. There are numerous different licenses that have to be paid for to be permitted to have a television playing in the waiting rooms and it is not cost effective so the decision was made to remove them.

David mentioned that he cannot access Wickersley appointments through the patient access online; he can only see Ravenfield and Braithwell when logged on. – We are not sure why this is but will look into it and feedback.

Lynda explained that there will be a Rotherham App at some point and this will have Care Navigation built in so should make booking appointment much easier.

Bill commented that our website information is 6 months out of date. – This is something we are currently looking into as the current website is very old and not user friendly. Denise is very good with technology and will be looking into possibly getting a new website. We have been looking at other GP websites and will be asking for opinions and feedback to ensure we get the best we can.

Claire suggested that the PPG members could also take a look at some other GP websites and feedback – this is a great idea.

David asked we still use MJOG as he has not received anything from this in a while. Text reminders are received but nothing from MJOG. – We are still using MJOG.

Jane asked if the District Nurses can see our patient notes – No they cannot, this will only change if we stopped using EMIS and changed to System One. Not many GP practices are using EMIS now and most have changed to System One but we have no plans currently to change.

* CCG Meetings – Alan is still attending these and will feedback at the next meeting. The next one is on the 27th November if anyone else wants to attend, Kerry can forward details.
* Is everyone OK with the PPG meetings been held every 4 months in the afternoon – Everyone agreed. The next meeting will be in March 2019 – date to be confirmed.
* Do members find the NAPP newsletter useful? – No, local information is better and not much information in the NAPP newsletter.
* PPG virtual information is still in reception and on the website. These will be removed once our current membership has expired.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The meeting was then adjourned, with the next meeting to be held in March 2019 (date to be confirmed) at our Wickersley Surgery at 2pm.

If anyone has any queries in the meantime please do not hesitate to get in touch.

*Minutes taken by Katie Brown*