**LITTLE HARWOOD HEALTH CENTRE**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING ON 17TH MARCH 2015**

**PRESENT;**

Mr Joe Brothwood, Mrs Julie Bradshaw, Mrs Margaret McNulty, Mrs Irene Heaney,

Ms Christine Turner, Mrs Maureen Nixon.

**APOLOGIES;**

Pam

**MINUTES;**

Dementia

The GAP team have been into the Practice. They report that they are over-subscribed. Dr Leonard’s writing is atrocious and CT has fed back that no-one can read what he has written and that it needs typing.

Localities

CCG monies are available to work with a charity for the good of people in their area. Speakers keep trying to address the meetings who aren’t relevant, ie MSK explaining what they do! ‘One Voice’ had offered to work with child obesity cases; ‘Age UK’ were offering to help but the patients they identified had already been dealt with and the ‘Citizens Advice Service’ were too expensive to do much within the money available. There are many charities asking for help.

A community meeting has been organized by Brownhill surgery for anyone who is interested. Events will be available for all ages. A poster is being supplied and should be received soon.

On-line Scripts

Patients are still trying to use the email system. Approximately 8% have registered for Patient Access. Patients are now able to book appointments, order prescriptions and see some of their medical records through Patient Access.

Appointments

The ‘Honeymoon’ period is now over and the message has been removed from the telephones. Patients are still ringing in at 08.00am and the office is very busy again. Some reorganisation is still needed within the system. The Reception staff are completing a new survey to help identify demand and supply.

Friends & Family Test

90 responses were achieved when PPG members came in and encouraged patients to complete the forms. The results for February were very good.

Volunteers are needed each month to come in for an hour or two work in the waiting room with these forms. Receptionists try to get the forms completed but there are so many things going on at the window that it sometimes proves difficult.

Discussion was held about patients checking themselves in and waiting for their name to be called, then being unsure that the computer has worked correctly as there is such a long wait. A suggestion was made that a notice be put up asking patients who have sat for more than 20 minutes to go back to reception to double-check that they have been checked in ok.

PPG Local Area Meeting

Paul Hinnegan chaired the meeting from Governance. 11 people attended plus 1 Nurse (Anne Asher). Meetings will now be quarterly, one of which will be joined with Darwen. The meeting discussed Bees card and Shuttle newspaper. A member asked whether the CCG could prepare the newsletter to be distributed for surgeries – this will be followed up.

Julie had reported on our new appointment system. Some discussion was held about the benefit of “come and wait” surgeries. Susan (Audley) commented that if SMS reminders are sent they reduce the DNA’s. This does rely on mobile numbers being updated by the patients. Emis SMS will be closed in September – local IT group is working on plans to offer a substitute.

Julie told the meeting about how well the members of the PPG are received by patients when they come to help out in the waiting room.

The meeting discussed various events that had been organised for patients to attend and how they have worked in the past.

The group were also impressed with our triage system. This has been under discussion in light of our new appointments system but the GP’s haven’t decided on any changes as yet.

Digital and IT possibilities were discussed. Dr Herewood Brown works for the CCG and is pulling all systems together.

CCG feel that money for GP surgeries will be delegated to them from NHS England in the first instance.

Julie finds this meeting very interesting and is happy to include anyone else on our PPG if they so wish. The PPG is now mandatory for GP’s.

Technology

Two Partners have wondered whether we should have a Twitter account. Discussion was held about the expectations from differing demological groups.

**AGENDA**

Electronic Prescription Service

Patients nominate a pharmacy so the element of collecting their prescription is removed. We have been included in the roll-out for June. Notices will go up in the waiting room and leaflets will be prepared for patients. Meetings will be held prior to the roll-out to which the five top pharmacists in this area will be invited. Patients can collect their script from the pharmacy or have it delivered. Hopefully this will stop big queues at the window with chemists collecting their scripts as these scripts will be transmitted electronically.

**DATE OF NEXT MEETING**

Tuesday 19th May 2015 at 17.00hrs.

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Christine, the Practice Manager, would like to thank the Group for their efforts during the year, working alongside the staff to encourage patients to contribute to the ongoing development of new systems and processes. The aim, as always, is to make the patient ‘journey’ as efficient and helpful as possible. Thank you.