



# EASTHAM GROUP PRACTICE

## PATIENTS PARTICIPATION GROUP MEETING

Wednesday 4<sup>th</sup> April 2018 - Minutes

1. **Present** – Alec Wood, Roger Green, Chris Haselgrove, Mike Taylor, Joan Wilkes, Paul Engle, Rachel Heath, Dr Paula Cowan
2. **Apologies for Absence** – Phil Haselgrove, Brenda Williams, Tracey Fisher
3. **Minutes of Meeting of 5<sup>th</sup> March 2018** – accepted as being a true record.
4. **Matters Arising** – No matters arising. A single correction was made.

Dr Pigott's retirement in June – The notices that have been placed in the surgery have also been placed on the blog. Responses received have shown that Dr Piggot was popular and well-respected by the patients and will be greatly missed.

Patient Survey discussion – The analysis of the responses from the Practice website is not yet available – to be carried over to the next meeting

Dr Cowan confirmed that funding for Think Pharmacy (Level 1- OTC medicines) has now been withdrawn, but funding for Level 2 remains. It was agreed that this could be re-publicised via the newsletter and/or the blog – this approach was supported by the group.

It was confirmed that Telephone consultations are currently not available to book online but it will be investigated if it is possible for Rachel to make them available

**Action Point: Rachel to make telephone consultations bookable on-line, if possible**

EGP Website – A cloud-based email address has been created for the PPH [epg.ppg@gmail.com](mailto:epg.ppg@gmail.com) and being tested. The intention is that any email to this account is copied to all members of the PPG, but that only the Chair or Deputy will have the ability to reply *from* the account. Roger will retain access to the account for technical support purposes only.

Any patient emailing will get an auto-response, advising them that they may need to wait until after our next meeting.

Initial test are encouraging - it was agreed once the email address had been confirmed to copy to all PPG members then Rachel would redirect the contact form from the EPG website to the PPG email address.

Note that it is not possible to stop any PPG member from replying to an email, but that will come from their personal account and **not** the PPG one.

**Action Point: Roger to add PPG email addresses to the forwarding list**

Rachel has now removed the date of birth field from the contact form as agreed. She has also added a note to remind patients to exclude medical and/or personal details as the query will be going to the PPG and not the Practice

### 5. Practice update

The Pharmacy operates an MUR (Medicines Usage Review) on selected patients during which they confirm that the patient is fully aware of the medication they are taking and any necessary restrictions/precautions are being followed.

Dr Cowan was asked if the various initiatives instigated over the last year are helping to achieve

more, or just masking issues.

She confirmed that telephone consultations are increasing in popularity as are the Nurse Practitioners – both of which are being increasingly chosen by patients as their initial request – this is allowing the GPs to concentrate on the more complex, chronic cases.

The practice has had a new addition both to the admin team and to the reception team – another receptionist is expected to join shortly.

Our Phlebotomist is leaving earlier than previously planned. This is not expected to have any effect on the current system as cover is being arranged. The new Phlebotomy service is still expected to come into force from 1<sup>st</sup> July, as detailed in the March meeting.

#### **6. New Practice Documentation**

As detailed in the matters arising, Rachel has now removed the date of birth field from the contact form as agreed. She has also added a note to remind patients to exclude medical and/or personal details as the query will be going to the PPG and not the Practice

#### **7. Patient Survey Discussion**

With the analysis from the website questionnaire still outstanding, it was agreed to wait before further meaningful discussion could take place.

#### **8. AOB**

Dr Cowan gave a high-level view of the latest Digital Improvements – Health Information Exchange and the Wirral Care Record.

HIE is being developed in partnership with US data firm Cerner and EPG is the first venue outside the USA to use this system – the intention is to make it easier to share data between 1<sup>st</sup> & 2<sup>nd</sup> lines of care provision, and will require patient consent.

Wirral Care Record is a Wirral CCG initiative – each practice and each healthcare provider in Wirral has signed an agreement to share data for various purposes, unless the patient has opted out. Patient data is anonymised and aggregated and fully complies with GDPR requirements. The record will have more data points than HIE and requires the healthcare provider to log into the system.

Dr Cowan offered to give the PPG a presentation of the schemes at a later date, if required

**Date of next Meeting – Wednesday 9th May 2018**