



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

6.00 pm Monday 4th December 2017

Minutes of Meeting

1. **Apologies for Absence** – Phil Hazelgrove – The PPG sent Phil all our best wishes for his recovery. Alison Jones.
2. **Those attending** – Tracey Fisher, Chris Hazelgrove, Paul Engle, Dr Cooke, Roger Green, Brenda Williams, Mike Taylor, Alec Wood, Joan Wilkes, Rachel Heath, John Wellman
3. **Minutes of Meeting of 6th November 2017** – Agreed as a true record
4. **Matters Arising**
 - **Emis update** – Rachel reported that the problem with same day appointments is a nationwide issue across the UK. She will feed back to the PPG when progress has been made.
 - **Release of pre bookable patient appointments on line** – Prebookables are now released on a staggered basis with there being some for 6 weeks and then others as the time progresses.
 - **Walk in Centre closure update** – CCG and Community Trust are in the process of taking steps to reopen the Walk-in Centre. Nurse Practitioners are being recruited at the moment so it will be reopened in 2018. Local bus times are also currently under review by the local council. Rachel confirmed that there was nothing more that the PPG can do at present.
 - **Patient voice** – Rachel has sent through the latest details relating to how you can become on of the Patient Voice representatives.
 - **Practice Handbook** – Rachel is in the process of reformatting the booklet and then having a simplified leaflet for publication and then the full booklet on line. We will look to have a link on line to the website information.

Rachel confirmed that currently there are no data protection issues related to the content of the booklet because it does not contain sensitive information and since we are only sharing general practice information there is no concern.

Action – Rachel is to send the revised version to Tracey who will then send a version showing the changes to the PPG members so that we can see where all changes have been suggested.

- **Topics and progress towards Christmas Newsletter**

From May 2018 DPA is changing although final changes are not yet known because the changes have not been finalised. The core principles will still be in place but we don't yet know what the changes are.

Rachel is happy to send a text message and/or email all patients who we have contact details for. For anyone who says yes, we can then flag them on the system to be recipients when the newsletter is then produced. We can resend the text message to patients who have not responded whenever we

Possible wording – *“Keeping you informed – Would you be willing to receive electronic information and updates relating to Eastham Group Practice and the Patient Participation Group. Please confirm by responding YES to XXXXX.”*

Action: Tracey to resend the email that Warren Health Centre sent relating to CCG talks that are to be held in the forthcoming months

5. Practice update

Repeat reordering scheme – EGP have been obliged by the CCG to join the scheme and we will be introducing a reordering scheme on a phased basis taking patient needs into account. There will be exclusions including those over 65, dementia issues and learning difficulties, vulnerable patients, housebound patients and blisterpacks. Full communication will be made to the patients. The Pharmacy have been involved in the process and are on board with the changes.

A large proportion of patients order their prescription through the repeat ordering process on the prescription script with the pharmacy having the prescription ready for collection on the expected date. Anyone who is not excluded will have to reorder their repeat prescription through the GP Practice on line. Access on line is being promoted across the practice so that patients can gain access and reorder their items in advance. This will only cover repeat items not antibiotics or specific one off items.

Other points include that there is no repeat reminder process within EMIS. Items are removed from the list only following a medication review.

For our Speedy Survey we will need to be prepared to answer questions. Rachel will provide us with more information nearer the time.

6. AOB

Christmas opening hours – Closed for normal Bank holidays

Date of next Meeting – Monday 8th January 2018

Advance apologies for next meeting – Phil Hazelgrove