



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

6.00 pm Monday 5th February 2018

AGENDA

1. **Present** – Rachel Heath, Chris Haselgrove, Mike Taylor, Alec Wood, Paul Engle, Tracey Fisher, Brenda Williams, Dr Huddleston, Alison Jones
2. **Apologies for Absence** – Phil Haselgrove, Roger Green, John Wellman
3. **Minutes of Meeting of 8th January 2018** – Agreed as an accurate record
4. **Matters Arising** – Correction - May meeting date is Wed 2nd May not 3rd May.
5. **Practice update including patient accessibility**

Practice personnel changes – Dr Piggott is retiring from the end of June, Dr Bush is stepping down as Senior Partner and reducing from 5 sessions to 4 sessions. Dr Porteus will be taking over as Senior Partner. 2 nurses have left in the last month. There will be no reduction in the number of GPs in the practice or the number of appointments that are being offered. The Practice are looking at options for appointing a doctor into a partner GP position.

Changes to the phlebotomy service - The phlebotomy service will no longer be being delivered by EGP due to the finances not covering the current service that is being provided – EGP will now have to go through the Community Trust Hub who provide a phlebotomy service – currently there are proposals to increase the number of phlebotomy clinics across the area to balance the number of local clinics. The full time phlebotomist has handed her notice in separate to this development – the Practice is looking to redeploy the other practice nurses who currently deliver phlebotomy services in addition to their skills across other specialist clinics. SLAs within the service agreement state that routine appointment will be within 5 working days with urgent appointments should be within 2 working days. There is a proposal that the Eastham Clinic will be a drop in centre and other developments are currently being discussed and agreed.
6. **New Practice Documentation to include discussion of EGP/PPG Newsletter** – There are a number of items that could be included in a newsletter currently including the staff changes – Roger has been asked to help with the newsletter in addition to Alec as an editor. There is potential to progress the newsletter before the next PPG meeting.
7. **Revamped patient booklet** – There are a number of points that were fed back relating to wording consistency and formatting of the document.
8. **Patient Leaflet (Sent out 2/2/18)** – Leaflet is to be sent out in pdf format by Rachel. Feedback was again provided including where the Chairman mentioned that when he tried the QR Code, he received a message that the code is suspected of being a virus. There were a number of wording changes – Saturday was not shown in the leaflet – suggestions for including bullets for prescriptions – reformatting to put numbers and contact details on the front only to allow more space for additional information – review the word formatting and colour of text on the document when printing e.g. no split words and central justify to text.

Possible suggestions for using the additional space - Conditions that can be treated at the pharmacy? Other suggestions are welcome!

9. **Official EGP website pages (Alec's email of 31/1/18)** – Chairman went through the link from the EGP website and highlighted a number of concerns and areas that need to be updated. The email address is historic and was tested to show that it was not working. There are updates required to the text on the website. It was suggested that the PPG would ask Roger to suggest the best way forward in relation to creating a dedicated email address or other options that may be available.

PPG minutes are on the website but are not up to date. Suggestion documents should be retained on the website and a rolling 12 months will be kept. It was agreed that the secretary would now provide the Practice Manager with a corrected/updated version after each meeting that will be added to the website. Any other documents produced by the PPG can be added as required.

Additional pages were discussed including the potential virtual patient reference group but the content was not from the PPG. It was agreed that we can remove this page from the website.

Contact us section – the link within this section worked with a test email being received and responded to by the Practice Manager – this is not necessarily correct since the contact was supposed to be to and from the PPG.

Action: A new page is to be developed – it has been suggested that Roger and Tracey will prepare an initial suggestion for a new PPG page on the website.

10. **Test SMS (text message) from Rachel (8/1/18) gaining consent to email patients** – There was a mixed success rate for the receipt of the test SMS message so Rachel will resend the message to test their success.

11. **AOB**

Employed persons appointments – In the booklet, the employed person appointments are shown as being available on Monday evening after 6pm and Saturday morning. On line, there are additional appointments available as well as the Monday and Saturday appointments. This will be reviewed in the patient booklet.

Telephone consultations – There had been a situation when an expected telephone appointment due at 4:30pm was not received and when this was chased, the feedback was given that the doctor was too busy to speak to the patient concerned. There have been questions raised before about the telephone consultation process. It is possible to book a telephone consultation via the EMIS system but this gives a time for the appointment which may not be the time that the GP would be able to call. **Action: Practice Manager is to follow up what happened with this appointment.**

Prescription review – A review was due in September last year for one of the PPG members and it is now February with no contact from the surgery. When they queried this with Reception, they were directed to call at 8am to make an appointment with the Doctor which was felt to be a waste and adding to the high number of calls in a morning.

PPG Visibility – It was felt that our PPG is not hugely visible but there are a few suggestions that can be adopted to help promote the PPG activities e.g. survey, sessions to hand out Practice leaflets and the chance to give out the newsletter. A crib sheet would be needed to help explain answers to the questions patients would ask of the PPG. There is an initiative for practices to work on a locality basis and it was suggested that this could be extended to share PPG experiences. Rachel is happy to get contact details for the other PPGs. **Action: Topic to be added to the agenda for the next meeting**

E-Bulletin – The NAPP E-bulletin was shared with the PPG. Please look at the website for further information.

Patient survey – Practice Manager was asked to consider any areas that the Practice would like the survey to focus on during the survey and feedback at the next meeting.

Date of next Meeting – Monday 5th March 2018