



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

Monday 5th March 2018 - Minutes

1. **Present** – Alec Wood, Roger Green, Chris Haselgrove, Mike Taylor, Brenda Williams, Joan Wilkes, Paul Engle, Rachel Heath, Tracey Fisher
2. **Apologies for Absence** – Phil Haselgrove
3. **Minutes of Meeting of 5th February 2018** – accepted as being a true record
4. **Matters Arising** – No matters arising. A small number of corrections were made.
5. **Practice update**

Phlebotomy Service - This service is going out to the Community Trust. Eastham Clinic will be a drop in clinic, EGP, Allport, Orchard & Spital Practices will be prebookable locations. A plan has been submitted to detail how the service will be available. Appointments will be available for the EGP days via the web site and other locations can be booked through the phone booking service. The aim is to streamline the process so that this is an efficient process for all those who need bloods being taken. Urgent tests need to be completed within 2 days and routine within 5 days. Results will be provided in the same timeframes. The service will start from the 1st July.

Extended access service – requirements from NHS England have requested that there are additional appointments in EGP Mon – Thur from 6:30pm to 8pm and 4 hours on a Saturday morning. There will be staffed by GPs from across the Wirral. These are not just for employed people. Appointments are available across the Wirral and can be booked by the Practice Team. They sit on a different EMIS system.

Employed appointments from EGP will continue for a further year. Outside of routine opening hour appointments required by NHS England will be in addition to the extended hours for EGP. There is already an extended service on a Monday and Saturday morning that is offered from EGP. This has been in place since July and has been well received. There are additional hubs in Sunlight and Arrowe Park. GPs will have access to a patients record for the period of time that they are seeing the patient i.e. around the time of the consultation. If patients require follow up care, they are requested to make an appointment with the Practice.

Eastham Connects – Project is new and the idea is to work with Eastham as a community to reduce social isolation loneliness. It is run across Eastham by Wirral Council and will run from 2017 to 2020 with different proposals and initiatives that people can get involved in. The idea is to offer community support and get them involved in local groups that can help them to make Eastham a better place for the future. Rachel attended the second meeting and is really excited about the initiative. There is a real passion to improve the community. EGP are hoping to attend the next showcase after the one this weekend and is hoping to offer blood pressure readings and other general health advice. Rev Beth Glover from St Mary's is chairing the initiative. Magenta Housing are on board, Wired, Involve North West are community connectors who help to work with isolation.

6. **New Practice Documentation** - Dr Pigott's retirement in June – There are 2 notices that will be displayed in the Practice – one to inform patients that she is retiring and the other to explain that there will no longer be a Dermatology Clinic due to her retirement.
7. **Patient Survey discussion** – There is a survey that has been on the home page of the website for approximately 6 months and is a duplicate of the one on the PPG. This service has been well received and there has been a good response rate. Rachel is looking to analyse the responses for the end of the financial year which is the end of March.

From a Practice perspective, one of the key areas that the Practice would like to verify is to gauge what patients know or don't know about the services available e.g. that it is possible to order repeat prescriptions on line, that it is possible to book appointments. Other areas include Think Pharmacy and Nurse Practitioners services.

From a PPG perspective, the idea is to identify whether the patients responding got the practitioner they expected when they booked an appointment and if not what got in the way.

There was a discussion about whether it was time to revamp the questions to obtain additional data and feedback.

Potential question as an example would be whether your condition was addressed at the first consultation? This would help to signpost that they booked with the wrong person initially.

It was suggested that perhaps on this occasion we could consider providing a newsletter and have conversations with patients on days instead of the formal survey keeping the survey until a time later in the year when we can obtain feedback after a number of changes have been implemented.

- Newsletter to be developed with the items for consideration
- Session to be booked for Q&A session in relation to the newsletter content
- PPG Members to hand out the newsletter over a few days and then engage in conversation with patients.

8. **EGP Website update** – The EGP website has been updated. There are 2 points that the Chair raised. A temporary fix has been applied to amend the email account to be the Practice website for the future. It has been recommended that a cloud based email account would be the best approach so that a number of people can access the emails that are received. This would allow auto-directing can be applied to any messages received. This was accepted as a proposal.

Action: Roger Green and Alec Wood are to look into setting up an email address for members.

The "Contact us" form that states Contact the PPG currently goes to the practice rather than to the PPG but this is not clear to the person raising the query. It is now possible to direct these to the new email address that will be set up.

Action: Practice Manager will remove the date of birth field from the form and will add a key to explain what the query. A message will be added to state that the message will be directed to the PPG and not via the Practice.

9. AOB

Pre-booking appointments – The Practice have set the maximum number of appointments to be booked at any time to be a maximum of 2. There was a query about whether this could be set to specific patients but this is not possible.

Telephone consultation – It is not possible to pre book a telephone consultation – you can pre book a results appointment but not a general telephone appointment.

Date of next Meeting – Wednesday 4th April 2018