



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

Date - Minutes

1. **Present** : Alec Wood, Brenda Williams, Mike Taylor, Susan Cooper, Roger Green, Rachel Stott
2. **Apologies for Absence** : Chris Haselgrove, Tracey Fisher, Paul Engle
3. **Minutes of Meeting of 4th February** – accepted as being a true record.
4. **Matters Arising**

4.1. Phlebotomy changes.

4.1.1. The managers of the 4 practices (Eastham, Allport, The Orchard & Spital) have produced a model for a proposed new service to provide a phlebotomy service for all of our patients from July. Their intention is to keep the system both as accessible and as simple as possible – whilst at the same time providing a model that it is believed to be most suitable for our patients.

The intention is to have 2 qualified phlebotomists and one apprentice available from 08:00-12:00 and from 14:00-17:00 Monday to Friday for pre-bookable and domiciliary blood tests.

During the (staggered) lunch break period of 12:00-14:00, there will be the opportunity of walk in bloodtests being available. These will be logistically limited to 12 tests/hour (i.e. 24 per day). It is intended that any walk-ups that could not be seen that day would be offered a bookable appointment for the next working day, but the ability to meet that target is unable to be fully ascertained until/unless the service goes live. This gives a large increase on the number of pre-bookable appointments available which is believed to be welcomed by patients.

Each practice will host the clinic one day per week – EGP is allocated two days due to the size of the patient base.

Due to lack of space in the current Practice building, Allport Surgery have agreed that they would host the “EGP” days themselves.

Tests will be able to be booked to be taken at whichever site is most convenient to the patient, but initially only bookable via the patient’s own Reception (by phone or in person) - this is due to current restrictions with EMIS.

This proposal has been passed to the Partners for their consideration during the Partners’ meeting on 14th March

There would be a questionnaire on the website in order to provide patient feedback and propose any service adjustments deemed necessary.

4.1.2. It is believed that the Primary Care Federation are considering introducing a domiciliary hub to provide the service for all patients – if this goes ahead it would release more appointments within our proposed model as we have currently factored these in.

4.1.3. Alec queried if the Federation are contact any patients in order to get feedback on proposals.

Action Point : Rachel to question the Federation regarding patient feedback routes and content

4.2. Interviewing for replacement Advanced Nurse Practitioners (ANPs) is to take place this week (w/c 4th March)

4.3. SMS Appointment Reminder System

Although still not working, this system is expected to be replaced as from next week (w/c 11

March)

5. Practice update

5.1. Appointments are now available from 08:00 with Dr George on Mondays, Wednesdays & Fridays. It is hoped that other GPs will also be available to provide these early start appointments 5 days a week.

5.2. The Practice signage is expected to be refurbished this week.

5.3. Quotes for floor/floor covering repairs are due to be obtained this month.

5.4. The Practice is having a facilitated staff feedback session on 29 March, 12:00 – 14:00 regarding the Strategic direction of NHS England.

Rachel extended an invitation to the PPG to have a representative at the meeting.

Alec proposed that Tracey and/or Mike would probably be the most appropriate (given previous collaborative work) and if they were not available, then Alison or himself could attend.

Action Point : Rachel to liaise directly with Tracey, Mike, Alison & Alec to arrange

5.5. Rachel announced that the Federation has made a profit in the last financial year that will be fed back into each Practice in order to fund service improvements – approximately £5k/Practice.

There is also the possibility of some funding being made available from Wirral University Teaching Hospital NHS Foundation Trust (WUTH) that Rachel is investigating

Discussions with our partner Practices have been held with a view to pooling the funds in order to provide a Digital Media Apprentice to work for all 4 practices and improving our digital footprint (improving the website, patient blogs, social media presence)

6. New Practice Documentation

6.1. There is no new Practice documentation this month.

7. AOB

7.1. The Patient Newsletter was last issued in January, which means that the next issue is due in April.

Alec requested that the existing boxout (at the bottom of the page) was retained for every future edition, including the existing straplines of “Looking after your health” and “Health and Wellbeing feature”, along with the BestYou logo.

He also asked fellow PPG members for content to add.

Rachel advised that there is expected to be an April Public Health campaign centring around cervical smear tests – the group agreed that this would be a timely item to include.

Action Point : Susan agreed to draft an item for inclusion

7.2. Carer Day

Alison had been to the planning meeting, but there were no further updates due to her absence at the meeting.

The latest details on the Spital surgery website can be found at

<http://spitalsurgery.nhs.uk/carers-event/> and a video link at

<https://www.youtube.com/watch?v=Y1mnhQwd8A8>

Action Point : Brenda (and possibly Joan) agreed to liaise with Alison and to attend the day as Eastham Group Practice PPG representatives

7.3. Appointment Booking System

Alec provided his perspective on booking appointments by phone, to say that he believes it has improved and that the changes that have been implemented by Rachel and her team are now beginning to bear fruit.

The meeting closed at 19:00

Date of next Meeting – Monday 1st April 2019