

Patient Participation Meeting

17th April 2018

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, IP, LN, WPr, SP

Virtual Member:SSB

Apologies: KG, JB, GN, all GP's.

Discussion	Action
Matters Arising	
<p>Appt's Discussed appt availability and different methods being used to offer out appts at a variety of times, 24, 48, 7 day, 14 day and 21 day.</p> <p>The DNA posters have gone up-Thank you Wayne.</p> <p>Smears Lack of uptake discussed, some of the potential reasons.</p>	Put message on patient access.
Today's Discussion	
<p>Complaints and compliments We have had a couple fo NHS choice comments, one a lovely compliment, the other more of a complaint. All staff members involved were spoken to and a response has been uploaded.</p>	
<p>Recruitment Update New Nurse Alice Laho will be starting on 14th May, she is a qualified nurse but not worked in general practice previously so will need to be trained meaning there will be a lower capacity for a number of months until Alice is up and running in all areas.</p> <p>Dr Broad will be leaving the surgery, she is relocating to the coast. We are really sad to see her leave, she is popular with staff and patients alike. The practice partners are considering partnership options and will advertise in due course for any vacancies.</p>	
<p>Non-repeat prescription One of the patients at the meeting was struggling to get repeats of non-repeat drugs. LB explained the limitations regarding some drugs not being able to go onto repeat. LB also confirmed that patients can email in repeat prescription requests (that are not on their repeat list) if they feel they do not require a GP appt. If the GP feels they need to see the pt they will call them in before re-prescribing.</p>	
<p>Active signposting LB discussed the new active signposting role that receptionists will be taking on which involves asking pts why they need an appointment. This is now part of our contract with NHS England. Receptionists will now ask all patients why they need an disappointment with the aim of ensuring they are directed to the correct health professional whether that is the GP, Nurse, Pharmacist. Many appointments are used unnecessarily currently for things that can/need to be dealt with by other health professionals or that can be resolved easily by prescription clerks for example.</p> <p>LB reassured all present that receptionists were being trained to deal with patients who don't feel comfortable with this new approach.</p>	LB to put active signposting info on website and ensure it is explained on the voicemail.
<p>CCG meeting WP has been invited to a meeting for PPG chairs on Thursday this week. The</p>	

<p>purpose of the meeting is discuss what can they do to support PPG's in general to make them better or what we might need in the future.</p>	<p>WP will feedback at the next meeting.</p>
<p>GDPR New Data Protection Regulations are coming out in May 2018. The surgery will be sending out text messages soon asking for consent to text patients about their appt's and public health campaigns to ensure we are in line with the new regulations, there will be other things that need reviewing and updating also.</p> <p>WP pointed out that as a PPG we would have to agree we are all happy to have our details shared with the rest of the group i.e full names and email addresses. All participants in attendance tonight were in agreement with the above details being shared with each other.</p>	<p>LB to consider how to address the sharing of personal details for PPG members.</p> <p>WP to change terms of reference and agenda for next meeting.</p>
<p>Practice Learning Event tomorrow The practice will be closed for a half day again tomorrow for Full practice learning.</p>	
<p>AOB 31st May 2018 6.30pm start.</p>	