PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 20th September 2018**

Present:

Staff: Dr Rajkumar, Dr Samad, Angela Allenby, Sue Lane

Patients: Chairman BJE, JE, AB, SB, HS, BB

Chairman BJE opened the meeting

Apologies: Dr George, JB, PB

Minutes from last meeting

Minutes approved by the PPG as a true record. Agreed that for data protection just the patient’s initials would be recorded on the minutes.

Matters Arising:

**New GP**

PPG met and welcomed Dr Samad who joined the practice 1st August 2018.

BJE asked about non-attenders and does the practice follow them up. Sue confirmed that we did follow them up with repeat offenders receiving a letter and no longer being able to pre-book. The nurses and HCA’s try to contact their DNA’s in the allocated appointment slot to rebook .

Practice Report:

**New GP** – Dr Samad joined the practice 1st August 2018 and we now have 3 GP’s on Monday and Wednesday mornings. Each GP has one day off each and cover 45 minutes each extended hours; we now offer most appointments early morning starting at 7.15am on Wednesday, Thursday/7.30am on a Friday and until 6.45pm on a Tuesday evening which seems to work well for our patients.

**Patient Satisfaction Survey**: - Excellent results with high percentages across each section in the Excellent, Very Good and Good catergories. PPG had a look at the patient comments but apart from one or two about appointments these were also very positive.

Care Navigation

The practice is being encouraged and trained to offer Care Navigation in the surgery which redefines the role of the receptionist. The care navigator will consider if the patient needs to see a doctor or another person. It should help people get the right level of care they need and it was suggested that the doctor record a message for patients advising that reception staff will ask them a number of questions to help give patients possible alternative options to a GP appointment however if the patient still wanted to see a GP then they could.

Practice has been sent literature and the leaflet was handed out to the PPG for them to see. It was felt by the PPG that this would not work well as it would take more time on the phone and patients would not like to discuss their health issues over phone with a receptionist but would like to see a GP to point them in the right direction or start treatment. The CCG are pushing the practice to start this at a quieter time and the practice will implement to trial once they feel comfortable.

The service will be monitored to see which services are being used and what percentage of patients still want to see a GP.

Extended Access – new service

From 1st October 2018 everyone in England will benefit from access to general practice appointments in the evenings and weekends at a time that is most convenient to them. This is part of a national drive to help improve access to general practice and get the best possible outcomes for patients.

Patients who are registered at this practice can now book an appointment to see a range of clinicians including GPs and nurses on weekday evenings (after 6.30pm) or at the weekends (on Saturday and Sunday). Appointments will take place at a range of NHS settings across North Lincolnshire.

Oswald Road will be offering this service on a Wednesday evening for GP and nurse appointments however there is still a lot of background work to be done to be up and running for October 18.

PPG Forum:

Minutes from the Forum had been forwarded to all PPG members via email.

Future meetings will be held at the Health Place in Brigg rather the Civic Centre.

FFT Comments

Angela circulated the FFT comments for the last quarter which were again really positive in the main with no major issues.

Any other business

* Flu – practice has started their campaign for the over 65’s however are tied by the delivery of the vaccinations which have been sectioned into three drops by the supplier. There is a different vaccine for the under 65’s this year but there have been no deliveries as yet; first delivery is end of next week.
* AB informed the PPG of the problems he was facing at Sainsbury Pharmacy supplying his scripts a week late which has had a knock on effect resulting in him running out of tablets. BB confirmed she had the same issues with Sainsburys and it was recommended the he change his pharmacy.

No other business – meeting closed.

**Next meeting will be held on Thursday 13th December 2018 at 12.30pm**

**The Patient Participation Group at The Oswald Road Medical Centre welcomes new members to join their meetings. Please inform the reception if you would like to attend the meetings.**