

PATIENT PARTICIPATION GROUP MINUTES
<u>WEDNESDAY, 20 FEBRUARY @ 11:00</u>
<u>Venue: Orchard Street Health Centre</u>

Attendees: Collette Fisher, Practice Manager; Jo Whight, Practice Nurse; two practice patients

Apologies: two practice patient

Update by e-mail with: two further female practice patients and with a young male practice patient

No.	Item	Added by	Details	Action
1	<p>Matters Arising:</p> <p>Appointments</p> <p>Repeat Prescriptions</p>	<p>PPG</p> <p>PPG</p>	<p>The Partners agreed to offer some later slots daily for routine appointments for those who work initiated mid January – proving to be reasonably popular.</p> <p>Placed a further note on prescription tear off re: prescription on line availability – ask at reception for further details</p>	<p>Group delighted with this outcome</p> <p>One or two more interested parties have come forward – will advertise in the Spring newsletter again and prescription clerk will offer to patients when they collect scripts</p>
2	<p>Demise of the Primary Care Trust (PCT) introduction of the Clinical Commissioning Group (CCG)</p>	<p>Practice</p>	<p>From 1 April 2013 the Primary Care Trust that lead primary care will cease to exist and the Clinical Commissioning Groups will take over. The Clinical Commissioning Groups are lead by GP's who know what their patients needs are. The priorities for the</p>	<p>Group agreed that it is very useful to be given this information in lay mans terms. Helpful to understand exactly what all the media hype is about. Unanimously</p>

		<p>Clinical Commissioning Groups are:</p> <p>Better Health – helping people live healthier lives</p> <p>Better Care – helping people get better and ensuring people are treated with dignity and respect and supporting a patient-led NHS</p> <p>Better Value – providing better quality care by improving productivity and ensuring value for money for the taxpayer</p> <p>Successful Change – delivering the transition to a more independent and responsible system</p> <p>Already we have seen quite a change in Ipswich with the introduction of:</p> <p>Community endoscopy at Ravenswood – previously there was no choice for patients but to attend the hospital – parking is easier and access is quicker</p> <p>Physiotherapy is available in the community ‘Allied Health Professionals at Chantry – short waits self referral again no parking issues.</p> <p>Choice for carpal tunnel referrals – Nuffield</p>	<p>agreed that the Care Commissioning Group certainly seem to be bringing care closer to home</p>
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			<p>Hospital/BMI Bury</p> <p>Admission Prevention – striving to keep patients in their own home with support available as quickly as possible</p> <p>GP's can get advice on treatment for patients directly from consultants this avoids long waits for sometimes unnecessary outpatient appointments</p> <p>Doubtless 2013 will bring further changes bringing treatment closer to patients homes</p>	
3	Clinical Staff Education	PPG	<p>Monthly ½ day closures to allow clinical staff to update on training which is arranged for all of Ipswich – during this ½ day Harmoni ; our out of hours provider take care of all patients from 13:30 – telephone messages are updated and posters advertise the closure. The practice remains open to make appointments and collect prescription but there are no clinical staff on site.</p>	<p>Group agreed that this closure monthly is good in regard to clinicians educational updates and coupled with time for the administration staff to update makes very good sense.</p>
4	All out of hours available at the Ipswich Hospital site	Practice	<p>The Out of Hours service has moved from Riverside into A&E so everything is available on the Heath Road site. It is hoped that this will help people to access OOH in preference to A&E for many of the minor ailments that currently reach A&E and should</p>	<p>Group not sure whether this is a good move – will review again at next group meeting in September. Noted however, that it</p>

			be looked after by OOH. The costs of A&E appointments are far greater than OOH.	works in Bury St Edmunds.
5	Health Visitor Appointments	Practice	The health visitor will be holding a surgery in the practice to capture new registrants with children under 5. This is an opportunity for the Health visitor to update childhood immunisations discuss smears; guide families to family planning and explain the use of the NHS services; i.e. out of hours; A&E; doctors surgery times etc.	Group felt that this is a very good idea – helpful for the practice and the patients. Feel that it would be even better to have a health visitor attached to the practice instead of clusters all over Ipswich. One health visitor per practice would make it easier for GP/Practice nurse issues to be dealt with by a health visitor who knows the GP/clinician and the family. CF – explained going through a massive period of change at present but who knows what the future may hold we will wait and watch.
6	AOB			
	Food Voucher Scheme	PPG	Understand that the practice is helping the homeless by offering appointments daily but could some thought go into the Food Voucher Scheme for Ipswich? This has been talked about in the media for other parts of the country is it a scheme that	CF to bring up with the doctors and report back at next meeting

			Ipswich could adopt – we are a deprived area with a homeless problem?	
			Next Meeting: Wednesday, 4 September @ 11:00	