**Patient Participation Group - Heath Lane Medical Centre**

**Date: 30 October 2019**

**MINUTES**

**In Attendance: Apologies:**

Sandra Smith – SS Rob Beacham

Susan Dorrington - SD

Greg Yates – GY

Marian Fellows - MF

Jane Bignall - JB

Ian Gould – IG

***Main Meeting***

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| **Agenda Item** | **Discussion** | **Action** | **By Whom/When** |
| **Agenda Item 1**  **Apologies** | Noted |  |  |
| **Agenda Item 2**  **Minutes of meeting**  **17 July 2019** | Minutes reviewed and approved. |  |  |
| **Agenda Item 3**  **Matters arising from the minutes** | Jim Gayes would still like to be a member of the Group, but had not sent apologies.  Greg has asked for a brief flyer to be put together explaining what the PPG is/does, so that the medical team who meet the patients all the time can suggest joining to suitable people.  Flowers were sent to Joy Verrier and she wrote to the practice expressing her thanks to the Group and the practice.  Greg has asked Joy if she would like to remain a member of the Group as a virtual member.  Terms of Reference – Amendment (see item 8).  Marian will carry on as Vice-Chairperson | SS/IG | Imminent |
| **Agenda Item 4**  **Practice Manager Update** | **Staffing**    The practice have employed a new practice nurse. Her name is Bethany Evans. Bethany is undergoing an eighteen month training programme.  Patient Services Team member, Lesley, will be leaving the practice imminently to take up a GP receptionist post nearer to her new home.  A new Patient Services Team member has been appointed. Her name is Liz Carrino and she will start at the practice on 25 November.  The practice will be advertising for an admin team member to assist Paige. Paige’s role has increased recently and an assistant is needed.  Sandra will be taking early retirement and will leave the practice in April 2020.  Assistant Practice Manager, Katherine McClay, will take over as Practice Manager.  **Patient Satisfaction Objectives**  This more detailed look at how the practice reviews its performance is part of the programme to work through the 2019/20 Business Plan throughout the year, one section at a time. Hence:-  The practice do not receive major complaints. Major complaints are sent to NHS England. All other complaints are dealt with in the practice in a timely manner. Such complaints are also reviewed at the training days with view to seeing if anything could be improved.  We also have a system for cascading compliments and these far outweigh complaints.  We have signposting in the community hub within the waiting room. Patient Services Team members are fully trained in signposting.  The ‘Meet and Greet’ sessions are valuable to the practice, particularly the ‘Friends and Family’ results. The annual MORI surveys also provide a major source of feedback. This most recent one had been most satisfactory in nearly all areas. |  |  |
| **Agenda Item 5**  **Green Practice**  **Agenda Item 6**  **Tracey Palmer**  **Care Hub** | Greg provided a newspaper article about ‘Green Practice’ in GP surgeries.  HLMC already adhere to much of what is listed in the article. We no longer use plastic cups, we print double-sided where possible and social prescribing is at the forefront of care. It was recognised that this is an ongoing process, so members should think about other measures and suggest ideas.  Clinical Pharmacists via the Primary Care Network (PCN) would review prescribing.  We use a text messaging service which reduces paper usage.  The practice use energy-saving lights.  Tracey Palmer attended HLMC on our Rolling Half Day training afternoon to talk about Care Hub. Tracey is the Managing Director of this online tool.  Greg, Rob and Ian attended and thanked the practice for organising this interesting session. It was very timely in view of the current national interest in “social prescribing”  <https://www.carehub.info/?practice=N81009>  There is a contact link on the website.  Sandra will supply Greg with Tracey Palmer’s email address so that direct contact can be established. It would help to complete her data on the local Carehub if PPG members were to suggest any ideas for inclusion, where they were not already on the site.  Sandra will bring a laptop into the practice for the PPG members to use when undertaking ‘Meet and Greet’ sessions. This was likely to be in the new year, as there was already plenty of content for the Autumn Meet and Greet sessions | All  SS | Ongoing  When needed |
| **Agenda Item 7**  **Chair’s Update** | Marian attended the recent PPG chairs meeting. Sarah Murray gave PPG Chairs an update about the Integrated Care Partnership. There is ongoing work concerning what needs to be delivered.  Pharmacists are installed in some practices – rural practices to start with and then to be rolled out across the Network. This is per Network and not per practice. For this year up until April 2020 we would be getting one clinical pharmacist across the Network (four practices). From April 2020 there would be two pharmacists.  The PCN would like to work with PPG’s. The plan is for a member of the PCN to attend PPG meetings to explain the role of Community Connectors (funding for five years). | All | Ongoing |
| **Agenda Item 8**  **AOB**  **Playgroups**  **Meet and Greet**  **Terms of Reference**  **Virtual Group**  **Newsletter**  **Car-park lighting**  **Engagement Event**  **Radio/music in the waiting room** | Marian raised an issue regarding her attendance at local Playgroups to talk about the PPG. She would like photographic ID to be available.  Marian conveyed compliments to all the Advanced Nurse Practitioner’s, particularly Kerry Whitley. She had also recruited 6 new members to the virtual group which is currently being established.  Rob will be drawing up a schedule for when PPG members will conduct Meet and Greet sessions in Autumn. However provided the packs are available in reception, members can attend the practice at any time to undertake this helpful task –such as the odd hour tagged onto a medical visit. Three activities will be attempted, and each one needs an info sheet 1) Filling out the Friend and Family form 2) Checking for any updates of contact information- addresses, phone numbers and e mail, and 3) Recruiting patients to the virtual group via the special forms Rob has prepared.  Virtual sign-up has a new email address – printed information to be updated with new email address.  Terms of Reference have been changed to reflect the inclusion of virtual members– please see document below. Rob to send out to the virtual group with next items to be sent, explaining to the virtual members what the terms of reference are for.    Membership is progressing well.  This will resume when new admin member is employed. This will be chance to publicise the virtual group  Marian raised an issue regarding the lighting in the car-park which is still not working. Sandra will look into this issue.  Marian raised an issue regarding the obesity crisis – HLMC do not have separate clinic for this.  An Engagement Event is to take place at Upton Pavillion on 21st November 2019 approx 12:30 – 14:30 (tbc) for the PCN. Each practice is going to take ten attendees. The meeting aims are to share the strategy of the PCN and to gather ideas moving forward. The invitation extends to two members of the PPG. Marian would like to attend. Greg and Ian are unavailable on this date. Greg to see if Rob would also like to attend (tbc), when he returns from his holidays.  Music is played in HLMC’s waiting room for confidentiality purposes. HLMC do have wiring in situ for piped music which does not work at the moment. HLMC’s handyman will investigate if this wiring can be utilised again for piped music. | SS  All  All  RB  SS | When needed, but now for MF  Ad-hoc  Ongoing  Imminent |
| **Date of Next Meeting** | **Wednesday 29 January 2020**  **3:30pm (informal)**  **4.30pm with practice staff** |  |  |