



MINUTES

Patient Participation Group Meeting

Tuesday, 12th March 2019

In the meeting room, Ashby Clinic

Attendees: Andrea Taylor, Fatima Begum, Tina Lequelenec, Brenda Wood, Rita Jackson, Patricia Devine, Leslie Walker and Paul Grinell

Apologies: Nasser Hassan, Pam Richards and Donna Regan

Chair: Paul Grinell

Minutes: Fatima Begum

1. Apologies for absence

Apologies were received from Pam, Nass and Donna.

2. Minutes of meeting held on Tuesday 18th December 2018

The minutes of the last meeting were agreed as a true record.

3. Matters Arising

Audit for prescription requests

Andrea shared the purpose for this audit was to see how often prescription requests are being completed over the telephone. It seems that the practice do still have a large amount of patients who still contact the surgery and order their prescription over the telephone. The practice will continue to encourage patients to use different methods.

Wiggly Amps – E-Consult

Andrea shared with the group that this service has now been installed at the practice and currently waiting to commence the service on the 01st April 2019. Practice staff will be trained on how to use this service and any request messages from patients will automatically be sent to the Practice email which is monitored by the admin team on a daily basis. Any requests/queries will be followed up with either the GP's or Reception Team. Andrea requested if any of the members will be willing to come in to the practice and encourage patients to use this service once it is up and running. Paul and Rita both kindly offered they would do this.

4. Chair's Update

Patricia and Leslie both attended the Chair's Meeting on 16th January 2019 in absence of Nass. Leslie raised concerns that there were a number of attendees who used the forum to discuss their own personal issues rather

than those of the practice. The main points of discussion from the meeting were:

Online Booking System

Jancis Loten, PPG Forum Member of Cambridge Avenue Medical Practice advised that Cambridge Avenue Medical Practice regularly encouraging the use of electronic booking system to their patients. Geoff Day, interim Director of Primary Care shared that there is a Mobile 'App' available to enable patients to book, view and cancel appointments, order prescriptions and allow patients to update their demographics. Geoff advised if a practice uses EMIS, the mobile app required would be 'Patient Access'. If a practice uses SystmOne, the mobile app required would be 'SystmOnline'.

Patient Transport Service

This a non-emergency transport service to support patients to get to and from hospital if they are very unwell or their medical condition prevents a patient from managing the journey themselves. A new company has taken over the contact for non-emergency patient transport in North Lincolnshire from 06th March 2019. CCG has awarded the contract to Savoy Ventures Limited.

Extended GP Access

The update of appointments booked during extended hours had reached 92% of available capacity. It was acknowledged by the PPG Forum that the update of 92% was excellent.

5. Practice Staff Update

Andrea informed the members that Dr A W Lee is semi-retiring in July 2019 but will be returning to the practice to do 3 clinical sessions a week. Julie Hall, Nurse Practitioner will also be retiring in July 2019 but will return to the practice to work only on Tuesdays and Fridays.

Dr L Thomas will be going on maternity leave at the end of March 2019 and will be returning back to the practice in October 2019. Dr Salihah Mughal who previously worked at the practice as a Registrar will be returning to do some locum cover during Dr Thomas' maternity leave.

Health Care Assistant Anna Wisniewska, is currently on maternity leave and Practice Nurse Kelly Cooper will be going on maternity leave in August 2019.

Andrea shared that a bid has been submitted for a Pharmacist to work in the practice to take pressure off the GP's. The Pharmacist will undertake medication reviews, home visits for patients, amongst other things. Andrea also shared that a further bid will be made in April 2019 for an extension to the main site building.

6. First Contact Physio

Fatima shared with the group that First Contact Physio is part of the Care Navigation Service. Bev Strathearn, Physiotherapist employed by Safe Care Network sees patients with anything pain related whether it is a new or

old problem. Bev holds a clinic at the practice on a Tuesday where she sees our own patients or patients from different practices. Bev will assess patients who have been referred to her and will carry out investigations or request a referral to a more advanced Physiotherapy team called Ascenti. Patients can self-refer to Bev by booking in with reception.

7. Any Other Business

Andrea shared that there is a Mental Health First Aid Training Course available for PPG members to attend. The training will be held at Health Place in Brigg on the following dates:

- 3rd and 10th April 2019
- 17th and 24th May 2019
- 09th and 15th October 2019
- 13th and 18th November 2019

Fatima will forward more information to the members.

Date of Next Meeting

To be confirmed