

HEATH LANE SURGERY PATIENT PARTICIPATION GROUP

THURSDAY 28th JANUARY 2016

Present

Roger Ellis, Ann Myatt, Wendy Edwards, Margaret Stevens, Eunice Ward, Ann Walsh, Claire Taylor, Ann Sowman, Dr Morgan.

Apologies

John Brown, Andy Burns, Jackie Telford, Jan Gregson, Leanne Thomasson & Hazel Thomasson.

Welcome

Roger welcomed everyone to the meeting, wishing them a Happy New Year.

Notes from last meeting

All had received a copy of the minutes; the CCG Practice Appraisal took place at the beginning of October. The practice has now produced an appraisal action plan which will incorporate encouraging an increase in the age profile of the PPG. It is proposed to have a PPG awareness event in the spring. Claire suggested sending texts out to younger patients and putting a piece in the newsletter, trying to encourage them to join the PPG. Dr Morgan thought this was a good idea. It was suggested that local schools (the upper age group) are approached again, also to try twitter. Ann may ask the young receptionists if they would help with this. It was also suggested trying to get a representative from the Polish Community on the PPG. Clinicians to approach possible patients.

Practice Update

Staffing Receptionist team to be increased by 2 new members; this will result in a team of 12. Nurse Practitioner, Alison Crowe, will spend 2 hours a day seeing minor illness patients. The amount of time will increase over time. Dr Batten is taking maternity leave from 29th January. The practice is still hosting registrars and foundation year doctors in training.

Flu Season uptake so far 3,300 patients have been immunised; this has not quiet hit the national target, but is up on last year's intake.

Dialysis room is nearly ready just waiting for consultant to be able to give the go ahead. Ann and Dr Priestman are planning a meeting with consultant to confirm starting dates. Margaret has contacted a member of the 'Earl Shilton in Bloom' team, who are willing to take on the project and up keep of the garden which can be seen from where the patients will sit while on dialysis.

Claire has spoken to a group of artists, who are interested in exhibiting some of their paintings in the room. After the meeting members of the PPG viewed the room

New Telephone System

Just waiting for BT to finalise their input into the process; provisional date is 11th February, this has yet to be confirmed. Ann asked if any members of PPG were available to attend practice to make patients aware of what is happening. Ann is to ask for more help from receptionists at busy times as telephone system is still one of the main issues raised by patients.

Practice Newsletter

Claire has gathered some information from other practices coming up with a list of ideas which will keep patients and staff more informed. There would be a paper version and the main one would be on the website, below are a few of the ideas:

Surgery News, PPG News, Living with Parkinson's, did you know? Snip- it's of information, Holiday Medication, Policies over home visits, School letters, Seasonal flu clinics, Access to appointments.

Personal bits on staff, pen- portraits off new staff.

Claire will contact Leanne to move forward on this.

H & B Medical Alliance Update

Ann gave an update in Hazel's absence. 24 hour ECG's in surgeries, Earl Shilton & Newbold and Broughton Astley surgery are going to pilot this scheme by holding ECG's in surgeries.

Looking at 7 day a week working in some surgeries and to create hubs. All federation practices will be able to access the service

Multi Community Working Providers: trying to stop frail and elderly patients going in to hospital as an emergency; assessments to take place in patient's home environment before decisions are made.

Ann Sowman commented on how structures worked when her father in law was ill, saying that some areas need to be more co ordinated to work better. Dr Morgan commented on the work of the local carers; Ann said the work of the carers that they had had been absolutely wonderful.

CQC Inspection

Claire Taylor stood in for Roger at the meeting. Claire said some of the subjects discussed were when the last PPG survey took place and how issues were discussed; they were very impressed with the Dialysis room.

Dr Morgan gave a presentation to the visiting inspectors. The practice has not had the results yet. Ann has chased them up but still waiting for the results. Ann thanked Claire for representing the PPG.

Entrance Gates

The entrance gates are going to be locked at night with a padlock, there will be a box for prescriptions to go into, there will also be a notice with emergency numbers on, and Roger suggested putting information on the website.

A O B

Roger gave the following date for diaries

PPG awareness week 6th – 11th June, not sure if it will be held at Woodlands.

Notice Boards

Claire bought up the notice boards and National Campaigns; Ann asked members of the PPG to come and look at what is needed on the boards.

Web Site

Ann asked members if they would look at the web site and give James any ideas on how to update it; ideas to: James.Broadway@Gp-C82121.NHS.UK.

Claire said she had contacted the Hinckley Times and Focus re articles for the PPG group, they are keen to do articles.

Dates of meetings for 2016.

Thursday 31st March @ 7pm,

Thursday 26th May @ 7pm,

Thursday 28th July @ 7pm AGM.