

Minutes

Dr's Griffin, Adey & Dancy Patient Participation Group

Wednesday 25th March 2015
5pm at Tarporley Health Centre

1. Introductions and apologies

Attendees: Maire Gibson, Geoff Johnson, Jim Hill (Patients), Sam Jeffery & Dr. Adey (Practice)

Apologies: Sue Masterman, Angie Martyn, Paul Bullen, Katherine Helm, Denise & Robert Ziman

2. Minutes of the last meeting 28th January 2015 & Matters Arising (Jim)

- Minutes agreed as an accurate record.
- Patient Survey Results – Sam confirmed that actions were complete.
- Automated Doors – Attendees to the meeting noted that the automatic doors were operational.
- EMIS Web Update - Sam advised that the practice has its 'Introduction to EMIS' day on 26th March so we will know more what will be involved by the end of the week. Sam confirmed that our 'go-live' date will be Thursday 16th July but the practice will be without a clinical system from Friday 10th July so no routine appointments will be available for at least a week. Sam will be able to update further at the next meeting.

Action: Sam

3. PPG Development (All)

Further to the meeting held on the 25th February draft Terms of Reference have been produced by the PPG based on Dr. Campbell's PPG terms of reference. The PPG thanked Dr. Campbell's PPG for kindly sharing them with us. The final version had been circulated to all members prior to the meeting; no comments had been received so they were ratified by the meeting. It was agreed to put a copy of the Terms of Reference onto the PPG section of the website.

Action: Sam

In view of the reduced attendance at the meeting it was agreed to defer the nomination/appointment of officers to the next meeting.

Action: Sam

Prior to having an Open Meeting it was agreed that the PPG should undergo a recruitment drive to try & encourage a wider membership of the group. It was suggested that flyers should be produced to promote the PPG and generate

interest for developing a virtual PPG. It was felt that the group should try heavy promotion for one month via various means (newsletter, website, waiting room information, flyers with prescriptions & other paper communications to patients, TV screen in waiting room) & then assess the level of interest following that. PPG to draft a flyer for Sam to distribute.

Action: PPG

The PPG is keen to maintain links with other practices PPGs in the cluster following the work around the self care day in 2014. The PPG would be happy to meet with Dr. Campbell's PPG & suggested a date in early June.

Action: Sam

4. PPG Annual Report for NHS England

The PPG went through the report that had been drafted by Sam with Jim & Sue contributing to the PPG section at the end of the report. It was felt that we should do a re-run of the 'How to get the most out of your consultation' leaflet & promote this again with patients.

The 'one appointment one problem' signs on the GPs doors were discussed and it was felt that the message could be softened to say 'Please remember, one appointment, one problem'.

The PPG also felt that we could be making more use of the TV screen in the waiting room. The PPG offered to assist the practice with this if that was helpful by suggesting themes & sifting through the raft of options available for the screen.

The annual report was signed off by the PPG. The report is to be submitted to NHS England and published on the practice website.

Action: Sam

5. Patient Suggestions/Friends & Family Feedback

The Friends & family feedback for February was shared with the PPG who noted an overwhelmingly positive response.

6. Practice News (Sam)

Dr Adey advised the PPG that the practice has started to offer two new services to patients. Sister Dodd our Diabetic Lead Nurse is now able to initiate insulin so patients will not need to be referred to the hospital based Diabetic Specialist Nurses if they need to start taking insulin.

We are also offering D-Dimer testing for patients suspected of having a Deep Vein Thrombosis (DVT). The service is available to all patients in our cluster (Tarporley x 2, Kelsall & Bunbury) and means that patients can have an additional

test locally to determine whether or not they have a DVT. Patients that test positive will be referred to hospital but those that test negative will be reassured and referred back to their own GP saving them a trip to hospital.

7. Any other Business

None

Date of the next Meeting

Wednesday 20th May 5-6.30pm

Sam Jeffery, Practice Manager
11th May 2015