

Minutes

Dr's Griffin, Adey & Dancy Patient Participation Group

Wednesday 29th July 2015
5pm at Tarporley Health Centre

1. Introductions and apologies

Attendees: Sue Masterman (Chair), Paul Bullen, Geoff Johnson, Nigel Briers, Jim Hill, Maire Gibson, Dave Morgan & Sandy McKnight (Patients) – Alistair Adey & Sam Jeffery (Practice)

Apologies: Angie Martyn, Katherine Helm, Pat & Derek Wheeler

2. Minutes of the last meeting 20th May 2015 & Matters Arising

The minutes were agreed as an accurate record. Agreed that for future minutes, Geoff will let Sam have a PDF to go on website, and then advise the Group of their availability there.

EMIS Web Changeover:

Sam advised that the Practice network was down for the anticipated 5 days. There have however been several subsequent glitches, and there is currently a backlog of incoming documents still to be scanned in. Sam had asked Sue, Jim and Geoff to act as 'guinea pigs' by registering early to the new EMIS Patient Access system which has replaced Vision Online. This had proved helpful and successful.

The website page is to be updated explaining the new Patient Access system and providing point of access to the registration page. Following a brief initial registration, patients are to be sent a letter and mandate/security form (currently in preparation) to complete, sign and bring to the surgery with formal identification documents. Once these are recorded by the practice, patients should be given access to appointments, repeat prescriptions and limited access to their personal medical records (Allergies, Medication & Immunisations).

3. PPG Development

Recruitment Drive leaflets

Sam reported that she had received these on the day of the meeting and handed out examples. She will seek guidance to see if there can be a copy of this documentation that can be used on the waiting room TV screen. It was suggested that if a suitable quantity of these forms can be made available, they could be sent out with the online registration letters.

Meeting with other PPG representatives

Sue, Jim and Sam attended a meeting with the Campbell practice a few weeks ago and it was agreed that we should target other local groups such as WI, U3A, and the like. Considering further dates for early October, perhaps 14th/15th

A Cluster meeting involving the Campbell, Bunbury and Kelsall practices is planned to take place soon, but an agenda is still required. It intends to focus on the PPG recruitment leaflet.

4. Patient Suggestions/Friends & Family Test Results

No further results beyond April are available, but reports continue to be received.

5. Car Parking Audit at Tarporley Health Centre

On-going debate: current discussions with Campbell practice conclude need for a minimum of 70 parking spaces.

6. Building on the Self Care Day

Well-being Coordinator for Our Cluster

Sam advised that an experienced coordinator; Janet Dunn has been appointed. Janet is one of 7 or 8 covering our Clinical Commissioning Group. She is to cover our Cluster (*the 2 Tarporley's, Kelsall, and Bunbury*) and Broxton. The role is to cover only non-health issues. The Group suggested that we should ask Janet to attend one of the open meetings or perhaps our Group our meeting.

Extending local pharmacy hours

Sam is seeking an update on this topic.

Self-care support in practices

The CCG has commissioned Brian Dowds to cover our Cluster and Ellesmere Port. It is understood that he will be providing coaching training for patients who manage their long term condition well so that they can coach other patients in the practice and support the Practice nurses.

Again it was proposed that we should seek his input by attending a meeting

7. Practice News

Alistair Adey advised that considerations for the Practice PMS contract continues to be under review. He is anticipating further information during August. 6 months' notice of any changes can be anticipated for next March.

The current Practice Registrar – Hannah Smith - will be leaving early August. Dr Hogg who's been with us before is returning for a further year.

8. Any Other Business

As the EMIS validation of user password strength appears to be somewhat lax Sam was asked to discuss with the supplier.

9. Date of Next Meeting

All agreed that we should set 23rd September for a 5pm start.

(However please note Sam's request to delay by a week; to possibly 30th Sept – GJ)

The meeting closed at 6.40pm