

Shotfield Medical Practice Patient Participation Group

Minutes of the meeting held on Weds 12 October 2016 at 4.30pm

In attendance Sarah Kavanagh (Practice Manager) NF (Chair); CL (Vice chair); KC; JG (Minutes Secretary); FS; Dr Munden; LJ; RB

1. Apologies

PH; AK; CB

2, NF welcomed RB to Wallington PPG

3. Additional items for AoB

No additional items were forthcoming.

4. PPG Terms of Reference and Ground rules

NF outlined the terms of reference and Ground rules and RB confirmed that he had seen these.

5. Timetable for election of PPG officers.

Elections will take place at the first meeting in the New Year and will be planned at the next meeting.

6. Minutes of the last meeting and matters arising

The minutes were accepted. The only matter arising was whether anyone from Beddington wanted to sit on the PRG. One person from Beddington may be interested and RB will follow up.

7. Update on the Merger

SK updated the meeting. In general, the merger had gone very well.

The main issue had been merging with the Beddington IT system and updating patient access details on Shotfield system was having to be done manually before they can get login details. The Practice is experiencing high call volumes so there have been some longer wait but this is likely to improve as things settle down and on-line access becomes available to Beddington patients. Naturally all processes are under some pressure at the moment. NF provided copies of the leaflet promoting on-line access and suggested that we promote this during Antibiotic Awareness Week. She suggested having copies of the guide plus consent forms available so that the process can be started. KC and LJ agreed to provide feedback on the booklet.

KC suggested that we also use the information screens as well.

Dr Munden suggested also promoting it on the repeat prescription forms.

Concern was expressed regarding proof of identity for older patients who do not have a passport or driving licence but other methods are available including doctors verification.

CL suggested promotion via Facebook and Twitter.

New patients are given a Registration pack including details of on-line access RB said his experience of Merger was positive with no waits experienced. The main problem for some patients was getting to and from the Surgery.

8. Report on recent CQC inspection

NF congratulated the Practice on the result on behalf of the Group.

SK explained that it is unusual to get an outstanding rating as this is only awarded to those Practices carrying out innovative, unique processes ie have a "unique selling point".

NF to contact PH re complaints feedback in other PPG's.

9. Enter and View Report Feedback

Signage was a problem. SK explained that someone had been in to review this and they are awaiting his report and work is ongoing. PPG offered to help with this.

CL suggested providing floor plans.

Other signage options were discussed including providing more information in the lifts.

The Information Desk receptionist is employed by the Estates Manager not by Shotfield.

Jubilee Health Centre's website could be linked from CCG website and KC will raise at the next PRG/CCG meeting.

10. Antibiotics awareness Week

This will take place on 16th November.

Dr Munden suggested a very good weblink which explains normal symptoms and those where antibiotics are appropriate. The Royal College of GP's may also have information.

LJ suggested a text/email alert containing the weblink is circulated to all patients.

The best days for PPG members were either Weds 16th or Thurs 17th of that week and NF asked members to let her know their availability.

Another possibility could be during flu vaccination clinics on a Saturday.

Online access could also be promoted at the same time.

KC suggested that CCQ could be used to help promotion and he will follow up with Healthwatch. Other suggestions included inviting the Press and Radio Jackie to the event.

11. Update on Website and future Focus Groups

Dr Munden updated the meeting. The Waterfield Practice style has been chosen. It is an interactive website and PPG members were involved in evaluating it. Implementation of the new website would be in the New Year and would take 2-3 weeks.

Topics for Focus Groups included dementia, end of life care, carers and diabetic care. PPG members were asked to help with identifying carers, including young carers, and with mapping processes which could help to improve diabetic care.

Talks on these topics could also take place at the Jubilee Centre.

It was suggested that a Focus Group on Diabetes could take place in January. Dr Munden will provide NF with dates.

12. Report on Recent PRG meeting

KC gave a brief update due to lack of time. Topics discussed at that meeting were restructuring primary care and a strategy for this, workshop on commissioned services and Governance. The next meeting would take place 26th October. NF will try to circulate PRG minutes prior to PPG meetings in future.

13. AOB

There were no items.

11. Date of next meeting

Wednesday 7th December at 4.30pm