

PATIENT PARTICIPATION GROUP (PPG) AGENDA

DATE: Tuesday 15 January 2019 - 3pm - Library 2nd Floor **minutes**

	Agenda Item	Lead	Content	Minutes	Action
1	Apologies for absence	Chair	Bibi Qureshi, David Kirkin, Vicky Diamond, Jodi Winters, Michael Neill, Tony Howell		
2	Attendees	Chair	Leslie McDonell, Dennis Diamon, Godfrey Shocket, Richard Peat, Juliana Zinkin, Christine Eldridge, Stephen Boley, Sue Rolfe (chair)		
3.	Introductions	Chair/Matthew Evans	New staffing structure/personnel The group welcomed Matthew Evans as the new Patient Liaison Manager.	Matthew Evans is the new Patient Liaison Manager. He explained about that in the new admin structure all facets were covered by the different leads and that there was now full recruitment	Standing item

4.	GP teams	Chair/Matthew	<p>The group asked if there could be more visible information about new GPs and new in house services at reception. Due to the lack of website completion it is difficult to access this information.</p> <p>GP teams?</p>	<p>There is a certain amount of info in reception and it could become overcrowded if too much is displayed. Reception staff do have all the information including the GPs specialities - although most are generalists. GPs are still working within 4 teams. To see a 'named' GP will probably take longer than seeing the first available GP. Matthew confirmed that GPs offered good 'continuity of care' for complex cases - and had the resources to book patients into a further slot with them during a consultation.</p>	
5.	Communication/Web	Matthew/All	<p>Request for 'What can patients expect from their GP Practice' to go on website when ready.</p>	<p>Other ideas to be discussed when website ready including 'End of Life Care'. Chris Warren to report on website progress at March meeting.</p> <p>Newsletter also in progress</p>	
6.	Family and Friends	Matthew	<p>Verbatim report</p>	<p>Matthew reported that patient satisfaction continued to be high</p>	<p>Standing item</p>
7.	Cancer Questionnaire/ PPI	Matthew/ Chair	<p>Patient feedback from the CCG initiated 'falls' questionnaire in GP practices has proved very useful. This to be followed by a questionnaire on support for cancer patients focusing on their experience.</p>		

8.	New self referral services	Matthew	GetUBetter, Counselling, Physio	Matthew confirmed that patients could download the app for lower back pain GetUBetter. GPs were promoting to patients. Patients could self refer for counselling. Appointments for physio could be made via reception.	
9.	Impact of Babylon and GPatHand	Matthew	Has there been any impact in terms of deregistration by PM patients to access these alternative GP NHS online services?	Matthew reported that there had not.	
10.	Introduction of online consultations	Matthew/All	Discussion of potential introduction of online consultations. CCG modelling pilots at present.	The group thought telephone consultations were often very productive and considered that 'skype' consultations could also be a good tool to give indications if not the whole picture	Standing item
11.	E Prescriptions	Matthew/Chair	Why were some prescriptions unavailable electronically?	Matthew reported that controlled drugs could not be sent and that in other cases there were no electronic boxes for GPs to tick for certain items.	

12.	AOB Demographics of patient group	Matthew/All	<p>Matthew raised the point that the patient group members were not representative of the patient population.</p> <p>Disability practice</p> <p>Veterans</p>	<p>The group discussed possible recruitment of specific groups such as young mums. JZ suggested targeting those receiving specific care such as vaccinations etc. It was thought that GPs better placed to do this targeting.</p> <p>Chair pointed out that PPI Reference group were looking at the equalities agenda concerning practices and disability best practice. We discussed contacting patients we knew who could help PM check whether appointment system worked for visual impairment, RNID had already offered to help on deaf issues, and possibility Scope could assist on mental and physical impairment.</p> <p>LM asked if veterans could be identified as there were local support services for them.</p>	
13	Date of next meetings		3pm library Tuesday 3 March, 7 May, 2 July		

