HAZELWOOD GROUP PRACTICE

MINUTES OF PATIENTS PARTICIPATION GROUP (PPG)

**Tuesday 2nd April 2019 at 18:00**

# Membership

|  |  |  |  |
| --- | --- | --- | --- |
| ***Name*** | ***Present*** | ***Position*** | ***Representing*** |
| Councillor Bridgette Chandler | Yes | Chair | Shustoke PC |
| Professor Amanda Dowd | Yes | Secretary | Nether Whitacre PC |
| Councillor Laraine Jones  | Yes | Deputy Chair  | Maxstoke PC |
| Mrs Jan Weatherley | Yes |  | Curdworth PC |
| Councillor Sue Wallace | Yes |  | Coleshill TC |
| Mrs Janet Baker | Yes |  | WI  |
| Stephanie Clenton | Yes |  | Patients (Coleshill) |
| Mark Jones | No |  | Patients (Coleshill) |
| Diane Mills | No |  | Patients (Over Whitacre) |
| Sharon Simmons | Yes |  | Patients (Over Whitacre) |
|  |  |  |  |
| Ms Mandy Roche | Yes | Practice Manager | Hazelwood |

The group welcomed Sharon Simmons from Furnace End, representing the patients in Over Whitacre Parish.

Apologies were received from Diane Mills.

# Minutes of previous meetings held on 8 January 2019

Accepted as true record.

# Matters arising from previous meetings

## Revision to terms of reference (minute 1)

The Terms of Reference had been updated as agreed, although the updated version does not appear to be on the notice Board. Amanda will send Mandy the latest version for practice records and displaying.

***Action Amanda Dowd/Mandy Roche***

## Bowel Cancer (minute 3.2)

Mandy clarified that bowel cancer screening is managed centrally by Public Health England, based on data held in the NHS England database; the practice has no knowledge of who has been referred. However there appears to be some inconsistency from the Chair’s experience and that of other members of her PC. Mandy will investigate further as to who commissions the tests.

***Action Mandy Roche***

## Legal implications of advertising in waiting room (minute 4.3)

At the moment the practice is not permitted to advertise private medical services (which are also offered on the NHS). For other businesses (such as supermarkets and pharmacies), the practice cannot appear to prioritise single providers over others within a 5 mile radius. The current digital display has been switched off as the advertisements are outside the practice control.

## Telephone system (minute 4.1)

The installation has been yet again delayed. The second system that was proposed by BT in the last year has been found (again) to be not fit for purpose; it was not capable of operating as promised. Another new system has been proposed, but given past history BT will be signing off the proposal at the highest level, which is currently in hand. In the meantime, the practice has revised the telephone answering rota so that 4 people will be answering phones at peak periods.

## Coleshill Town Guide (minute 5)

Not yet provided. Sue Wallace agreed to provide one, though Mandy is in the process of curating the practice’s own directory. It was noted that each business which is included in the directory would need to give their permission to appear. It was agreed that it was not appropriate to duplicate the contents of the Coleshill Town Guide, which is free, in the practice directory; rather several copies of the town guide should be available from Reception to hand out as required.

***Action Sue Wallace***

Mandy will circulate the draft version of the practice directory to the PPG for review

***Action Mandy Roche***

# News from the Practice

## Waiting room

There is now no ripped/cracked upholstery in the waiting room, and there is a “Kiddies Corner”. The practice will start to do some competitions each month, but care has to be given to GDPR and identifying children.

In addition the reception area has been reorganised and tidied.

The PPG welcomed the changes and congratulated Mandy.

## Clinical System

The practice is moving to a new clinical system (from Vision to EMIS), with 22 May as the planned transition date. Various steps are being taken to minimise the disruption to patients during the transition period. For example, repeat prescriptions issued in April will also cover May. There will be 4 days (16 – 22 May) while there will be duplication of effort on the part of practice staff while the new system is implemented.

## Nurse Training

The nurses training as Nurse Practitioners have nearly completed the required 72 hours of sitting with medical practitioners. Once trained this will allow nurse practitioners to manage minor ailments and releasing doctors to deal with more serious matters. They will take their final exams at the end of May.

## Health Care Assistant

The senior health care assistant is being trained for diabetes care. Natalie on reception is being trained to be a health care assistant, this will release the nurses to undertake the above mentioned practitioner work.

## Coleshill Post

The Coleshill Post newspaper has asked the practice to write a one-page article for publishing each month. One of the Admin assistants (Gail) has been drafting copy, which will be signed off by the Doctors and then the CCG publications team before publication.

## Coleshill Carnival 7 July

The practice staff are organising a float and a table at the carnival to promote practice news. They will be using “The Greatest Showman” theme

## Doctor Involvement beyond the Practice

Dr Trish Wildbore is a Clinical Director with the North Warwickshire Federation of GP Practices and also with the Local Medical Council (LMC).

Dr Mehwish Qureshi has taken on the Clinical Directors role for the Primary Care Network (PCN) which feeds into the Clinical Commissioning Group and looks at local services for the community it serves. Mandy is the PCN Co-ordinator to support Mehwish.

## Social Prescribing

The Chair noted that Social Prescribing (see <https://www.england.nhs.uk/personalisedcare/social-prescribing/>) is an approach fast gaining popularity as a way to potentially reducing the load on the NHS by providing appropriate signposting to services to improve quality of life and emotional wellbeing for a wide range of people, including those with one or more long term condition, need support for mental health, are lonely or isolated. The practice, through its signposting activities and the development of the practice Directory, are seeking to develop a Social Prescribing system. Each PCN, covering 8 practices, will have its own Social Prescriber from July 2019 and will utilise for its patients on pro-rata.

## Transformation Funds

The practice has been successful in gaining access to Transformation funds from Primary Care Network for various things for patients’ benefit. Examples of the way in which these funds will be spent are:

* Digital screen for the waiting room. Once installed it will be used to advertise practice activities and to call the patients to appointments.
* An Electronic Health Check Pod for the waiting room has also been approved, to enable patients to check their own health symptoms
* Additional phlebotomy services.

# Report from North Warwickshire CCG Patient Group Forum

Bridgette has heard nothing from the PGF since the brainstorming meeting in November. Mandy has been in touch with the organiser who has agreed to include all practice managers on meeting circulations. Mandy will ensure that any notifications she received of PGF meetings will be forwarded to Bridgette.

# Events to Promote Health & Wellbeing of Local Community

The practice has been received many complaints from relatives to whom – under GDPR - the practice cannot release information unless the patient has set up a relevant Power of Attorney. Mandy has arranged for a speaker from the Government to give impartial advice on how to set up a Power of Attorney and the benefits of so doing.

A suitable location and how to publicise the talk were discussed. It was agreed that the PPG was very supportive of the event and were willing to assist in arranging and running the event. During discussion it was agreed:

* Coleshill Town Hall was a suitable venue being large and centrally located and on public transport routes, though other parish halls within the practice catchment area might also be appropriate.
* The talk should be publicised at least 3 months in advance, with further reminders sent a couple of times between the initial notification and the event
* Publicity should be through text messages, parish magazines and Coleshill Post
* A suitable time might be the 2nd week in July before the schools break up.
* The event should be promoted as a partnership between surgery and PPG.
* The Office of Public Guardian website (<https://www.gov.uk/government/organisations/office-of-the-public-guardian>) provides information on how to set up a Power of Attorney.

# Report on any changes in local healthcare provision and services

Nothing further to report

# Feedback/reports from Parish Councils and other represented bodies

A Nether Whitacre Councillor had requested that walks be promoted in the waiting room; Mandy had agreed, but required information to post.

Maxtoke PC appreciated the reminder of the Flu jabs

Curdworth has now had a defibrillator installed (in the telephone box outside the post office)

# Any other business

## Patient Car Park

A member of the PPG queried whether the patient car park was being used by non-patients? Mandy reported that this was quite possible, as there is no way of monitoring use. This is worse since the social club and pub have instigated parking monitoring (a technique the practice cannot afford).

# Summary of Information to be disseminated to represented bodies

* The practice is disappointed to have to report that once again the telephone system proposed by BT and expected to be installed in February 2019 is still not fit for purpose. A new system has been proposed; in the practice has revised the telephone answering rota so that 4 people will be answering phones at peak periods.
* The surgery waiting room has been refurbished; the ripped/cracked upholstery has been replaced and a “kiddies corner” set up.
* The practice is moving to a new clinical system in May. As a result repeat prescriptions issued in April will cover that month and May (where applicable) to minimise potential disruption due to the new system transition.
* The nurses are coming to the end of their Nurse Practitioner training; they will be taking their final exams at the end of May, after which they will be able to manage minor ailments relieving the doctors for more serious cases.
* The practice has been invited to submit a page article/advertisement in the Coleshill Post each month; one of the admin assistants has been drafting appropriate material.
* The practice will have a float and a table at the Coleshill Carnival on 7 July 2019 to promote practice news (the theme will be The Greatest Showman)
* The practice is actively engaged in Social Prescribing to signpost appropriate support agencies suitable for a wide range of their patients.
* The practice has been successful in obtaining funds form the primary care network which will be used in various ways to support patients, including a new digital display in the waiting room, an electronic health check pod in the waiting room and additional phlebotomy services.
* The practice, with support from the PPG, will be arranging a talk on Power of Attorney (what they are and how to set them up), to reduce the number of complaints from relatives to whom the practice cannot release information about patients. The planning is in early stages, but the talk is likely to be held in early July.

# Date of next meeting

Informal working group for the PPG to contribute to the Power of Attorney will be held at 18:00 on Tuesday 25 June

Next full PPG meeting will be 18:00 on Tuesday 1 October