



RIVERSIDE HEALTH PATIENT PARTICIPATION GROUP

MEETING MINUTES FROM 13TH SEPTEMBER 2019

Attendance:

Present: Mary Spencer, Natalie Sheldon, Stephen Wright, Hazel Brand, Andrew McDonald, Sandra Farmer, Mick Dalton, Marion Brown, Joan Oldfield, Ann Coggon, Keith Brown, Alison Johnson, Megan Bennett.

Apologies: Peter Lindley, Marilyn Cooper, Dr Ahmed, Lindsay Perrin.

1. Minutes of the last meeting

MB missed SW as an attendee of the meeting held on 13/07/19- MB to amend minutes.

The minutes of the last meeting were agreed by KB, seconded AC.

Matters Arising

Since our last meeting 2 PPG members have resigned from the group; Peter Lindley and Marilyn Cooper. Please refer to item 8 on the Agenda.

2. PPG Chairs Update

The meeting was held at Retford on 12/09/19, chaired by Donna Ramsden the Primary care co-ordinator, a number of topics were discussed:

- **Flu campaign-**

The UK use Australia's Flu profile to make a prediction of how the virus will effect the UK.

Australia have been badly effected this year so all practices are pushing to get as much patient uptake of the vaccine as possible. NHS England send out literature to support the flu campaign, as most years they can be quite slow at sending this information out.

This year there are 2 separate vaccines, one for under 65's and one for over 65's. The Under 65's who are eligible for the vaccine fall into the 'at risk' category, Bassetlaw CCG need to aim to increase the uptake for the under 65's. Last year's statistics show only 39% of under 65's had their flu vaccine, it should be nearer 70%. For the over 65's uptake was better, 66.1% of over 65's were vaccinated the national average is 66.7%. The PPG will also support the flu campaign.

- **Access to GP's**

In the NHS long tem plan NHS England are looking into better ways for patients to access GP's. Currently patients can access through face to face appointments, extended access

appointments (outside the usual opening hours) and telephone contact. Bassetlaw CCG are looking at providing further access through IT systems, they have procured a provider but no further information at present. Another tool now available for GP's called APEX which is an insight tool to give GP Practices real time information on capacity and demand to help support future decisions on developments and service improvement.

- **Extended Access**

GP Practices in the Bassetlaw area now offer 7 day access to GP appointments, there's future plans that this access will be extended to other services such as nurse appointments. From the Bassetlaw area the statistics so far show that the service is not being utilised effectively or appropriately. The statistics are low but not available in the public domain yet.

- **Primary care Network's (PCN) formally known as Primary Care Homes.**

PCN is a group General Practices working together with a range of local providers such as primary care, social care and the voluntary sector, with the aim to provide more coordinated health and social care. Each PCN serves populations of between 30,000 and 50000 people. This is small enough to maintain the strengths of general practice but large enough to support the development of integrated teams. Bassetlaw have 3 PCN's that's now all have a clinical Director, the clinical Directors are Dr Alla, Dr Davey and Dr Chapman. Dr Chapman is the clinical is director for the Retford and Villages PCN.

- **Other information**

Mark Russell, lay member on the Bassetlaw CCG is leaving and will not be replaced. CCG's are gradually being Phased out, all funding will go to the PCN's.

3. Employee of the Month

This is Alison's new incentive scheme, any member of staff can nominate any other member of staff. The award is not just for someone who does their job well (as they should be doing that anyway), it's for those who go above and bayonet their role. The 1st Winner of July's Employee of the Month was Jodie Grange Smith, she is the Heath Care Assistant usually based at Misterton and Gringley, while on her maternity leave Jodie completed an access to Nursing course to further her career. Since returning from her maternity leave she can continued to be a superstar. The winner of August's Employee of the Month was Jayne Lindsay, Practice Nurses based between Harworth and Retford. After a very long day's work at Harworth, Jayne stayed until late in the car park with a poorly patient and waited 2 hours with the patient for an ambulance to arrive.

The winners are awarded a £50 voucher, the 12 winners will also be nomination to be employee of the year, with the chance to win a treat such as a spa day.

As well as the Employee of the months scheme we are now rolling out a new Birthday's Scheme. All employees will now have an extra day off on their Birthday that will not effect their annual leave entitlement.

4. Changes to the Ordering of Prescriptions

From the 1st November the practice will no longer be accepting prescription requests via telephone calls or 3rd party orders for prescription requests. Patients will still be able to order via the automated telephone system (01427 890206 option 1), through the online system or by posting their repeat prescription slip in to the prescription ordering post

box in Misterton Reception. Gringley patients will still be able to order by ringing 01777 816886. There will be a few exceptions such as a house bound, elderly patients or vulnerable patients, these patient may still speak to a receptionist to order if necessary. There are a few reasons for these changes; 1. To reduce wastage, 2% of the total of the prescribing budget is put down to wastage. 2. We have had 9 written complaints since April regarding prescriptions, which could have been avoided. 3. Patient safety. 4. It gives the patient back the control and responsibility of ordering their own medications, only ordering what they need, when they need it and finally 5. To reduce the volume of calls being handled in reception on a daily basis.

These changes are being softly launched at the moment with posters and other publications being produced for the website and waiting rooms. The telephone answering messages will be altered. The reception staff are also informing patients and making sure they are able to use the online and automated systems if they wish to do so.

Once the new system is up and running it will be reviewed on a regular basis to identify any necessary changes or teething issues.

See Poster attached.

5. Full Practice patient survey results

Please see attachment for the results.

As a full practice we have 18825 patients, this year there were 315 surveys sent out of which 127 were returned, this represents 0.7% of our practice population but are published publically for patient access. These surveys are not always a true reflection of patient satisfaction so it's vital that we also carry out our own in house surveys.

6. Patient feedback questionnaire post-merger

To capture patients feedback on the merger process a sort questionnaire consisting of 10 questions will be created by PPG members MS, HB and SF. 6-8 of the questions will need to be taken from the GP national survey. MS, HB and SF will have a meeting to create the questionnaire.

7. Update on Dementia Friendly practice staff training

All the staff members at the practice are working through online training, this is for safeguarding and Dementia awareness. 2 staff members have been chosen to be the 'Dementia champions' and will be undergoing further training.

8. PPG Updates and Sharing with the wider community

As 2 member have recently resigned we need to look at recruiting new members from the wider community of the practice such as Everton, Clayworth and the Retford Area. Megan to ensure patients can access the PPG information via the practice website or waiting room television screens.

9. AOB

The CCG AGM meeting will be held on 25/09/19 11-1pm at the Well in Retford.

NAPP- No other practice PPG in the Bassetlaw area are members, we are the first.

The next stage is to set up a PPG email address with generic log in details for all

members to access. This will be for PPG use, patient will be able to email any enquires or useful information to this email address.

The next PPG meeting will be Friday 22nd November 3PM at Riverside Misterton Surgery.