Dr L Freeman and Partners

Patient Participation Group (PPG) Meeting

Held at Oulton surgery boardroom Thursday 24th

 November 2022 @ 10am

MINUTES

1. Welcome and apologies for absence

Apologies from: Jayne Harding, Rob Shaw & Helen Keaney.

Present: Andy Richardson, Hilary Farrar, Jayne Dyson & Pauline Hope.

1. Matters arising from the Minutes
* No minutes were recorded from the last meeting in September, as Hilary Brockway gave a presentation to the group about the role of the PPG. (Her presentation notes were distributed and are available for people to read).
1. Correspondence
* An e-mail regarding our PPG network was sent by Hilary Brockway regarding an article for the Rothwell Record, AR was asked to contribute, but we don’t know when the article is being published.
* Garforth Net sent out a cost-of-living crisis e-mail regarding how it proposed vulnerable people within our practice. Garforth Net are doing all the admin for this initiative, and it will include 98 patients from the practice, even though it is from Garforth Net.
* PH told the group about a Network called CROWN (Carlton, Rothwell, Oulton & Woodlesford Network) that is hoping to link health and council initiatives to further help in the community.
* Emily Hodgkin (PCN) has asked information from AR regarding his role as chair and why he does the job.
1. Practice Report
* Buildings and maintenance

Front door @ Oulton is being temperamental. After waiting a number of weeks for a part, it was reported fixed, but it wasn’t working correctly when the PPG arrived for the meeting.

Rothwell surgery needs updating, but how to do this is still being discussed as it is a large project, and the surgery is obliged to offer a service while the work is being under taken.

2 new phone lines have been installed.

* Staff changes

Ann Durrow has been appointed as a new practice nurse to replace Kirsty, who has completed her training as an advanced practitioner, a role she will taking up within the practice.

2 new receptionists are now in post and this means the reception staff is now up to full compliment and this has led to a significant drop in wait times on the phone.

Dr Miah will be leaving the practice and a replacement has been advertised for.

* Medical matters

Patients can order repeat prescriptions on the NHS app, as a group this was new information and we felt that we needed to include this information in the next practice newsletter.

From the 30th November patients will have accelerated access to all records via the NHS app. Safeguarding issues will allow some patients to have their records blocked, but they can request access.

The practice has become involved in the PINPOINT trial cancer study. This means that patients who are on a fast track 2 week referral after diagnosis, are going to be blood will then be tested to see if there are identifying markers that can be used for the diagnosis of all patients going forward. Urgent blood slots are available daily for this.

1. PPG toolkit including Terms of Reference. Feedback about Website

PPG is now accessible through the website.

The practice website is up for renewal because the current website doesn’t offer all the different forms to comply with the accessibility regulations. A demo website is being setup by another provider containing all existing information. After viewing a decision will be made.

1. CCG feedback / GP Patient Survey Feedback

CCG has now changed into integrated care boards. This has resulted in big changes within the organisation and quite a few new initiatives are being explored, including dementia and end of life care. The full extent of these changes is not yet known.

Patient feedback – 87% of patients found the reception staff helpful. The average wait time on the phone with new staff and phone lines is now 8 mins.

1. Any Other Business

PPG network meeting Fri 16th December @ 10am (JD to attend online).

8 practices out of 33 now have a fully functioning PPG e-mail and we are proud to be one of them.

In order to give patients more of an incite to exactly how busy the 3 surgeries are it was suggested that we put together a few statistics to distribute via text/email. (JD to ask RS for some ideas about this)

Anne Heeson is in the process of reinstating the joint PPG to include 7 neighbouring practices, it was suggested that we invite Anne to our next meeting to give us an update about this.

1. Date and time of next meeting

Jan 19th @ 10am

(JD to distribute an invite to see which date is preferable for people).

DECEMBER get together coffee

Thurs 15th December 10am @ Midland Hotel

(JD to send out the invitation).