

Westlands Patient Group Meeting Minutes

Date of Meeting	13/03/19
Start Time	6 pm
End Time	8pm
Venue	Westlands Medical Centre Meeting Room
Attendees	Sue Martin (Chair, SM), Diane Moore (Westlands Operations Manager, DM), Geraldine Smith (Minutes Secretary, GIS), Jackie Dalby (Finance Director) Dr Emma Nash, Elizabeth Howkins, Bob Bloomfield, Gail Stewart-Bye, Amanda Craig.
Apologies	Ann Waudby, Diane Smith, Rob Hickman, Jill Newby (resignation),

Item for discussion		Notes/Action agreed
Welcome, apologies and introductions	SM/DM	Sue welcomed Dr Emma Nash and Doug Kershaw (DK), Practice Manager, and Jodie Sexton, Secretary of the Patient Group, Portchester Practice to the meeting & PG members introduced themselves.
Portchester Patient Group Alliance	SM	DK proposed the possible collaboration of Westlands PG with the Portchester Practice PG in matters which affect both patient populations. For example, The Portchester Practice has been lobbying to alter the bus route so that patients have better travel links to Fareham Community Hospital. Other collaborative activities could include participating in surveys of mutual benefit. After Doug and Jodie left, the PG discussed these proposals at length. It was agreed that Westlands PG is supportive in principle and nominated Sue Martin as the link person with Portchester Practice PG.
Matters arising from previous minutes	SM	Gail asked about the role of the health care support worker (HCSW) on Mondays for same day access patients. Diane explained how the system works; that the duty doctor sees all patients after their initial assessment with either a Registered Nurse or HCSW. This system will be extended to Tuesdays and Fridays from Tuesday, 2 nd April. The subject was raised pertaining to patients being asked the reason for their appointment. Some may be reluctant to voice their health problem when asked by a receptionist. Jackie suggested that the individual could write it down on a prepared slip of paper, rather than vocalise their problem.
Ratifying Terms of Reference	SM	The Terms of Reference were ratified at this meeting.
Practice news	DM	Dr Pandya has commenced maternity leave. Dr Patterson continues to work at Westlands. Dr Bowd is on sick leave. Dr Carey-Jones is working as a locum. Michelle McIntyre has been appointed as a research nurse and will be working closely with Dr Castle. A new reception team leader, Angela Colbourne, is starting next week. Lisa is covering for a receptionist who is on maternity leave.

		The change from SystemOne to EMIS will be taking place over the next few months, overseen by a project manager. Diane acknowledged that this will be a challenging time, particularly as they approach the deadline for “going live” during the first week of June. Diane confirmed that everyone wishing to use the on line facilities thereafter, will have to re-register when the new system is operational.
Patient feedback/complaints received by Practice	DM	<p>Diane cited one complaint relating to Information Governance. She explained that the reporting process was followed, namely that the Governance Officer and Information Commissions Officer were involved subsequently and both were satisfied with the way the complaint had been dealt with.</p> <p>Diane then explained their system of documenting information, using an audit trail.</p> <p>A general discussion ensued about the role that social media can play in communicating with Westlands’ patients. Dr Nash is a member of ‘Voices of Portchester’ and she explained how this works. Westlands now also has a Facebook page which Dr Nash co-ordinates, following General Medical Council guidelines. Some members of the PG enquired about joining it. The Facebook page was also considered as a potential vehicle for recruiting more members to the PG.</p>
Other Items		
CPR training	DM/SM	Bob asked if Westlands could offer CPR training to patients. Westlands staff felt that this was not something they could offer and alternative suggestions were proffered eg. Portchester Hub, St John’s Ambulance and British Heart Foundation.
Waiting room noticeboards	SM	Discussion took place about the use of the notice boards in patient reception areas. The PG offered to to take this on as their main project for the year. Dr Nash agreed that the PG can manage the health promotion literature, in liaison with clinical staff.
Blood clinic furniture re. reclining chair	SM/GIS	Diane reported that she has put in a bid for a reclining chair for use by the phlebotomist.
Update on Same Day Access	SM/DM	See Matters Arising.
Patient Group Objectives 2019	SM	<p>It was agreed that our main initiative will be to assess and manage the health promotion material in the waiting areas. The first meeting will be at Westlands on April 12th 1-2pm (surgery closed to patients) to gain an overview of the notice boards.</p> <p>Liaise with Portchester Practice as appropriate. Jackie emphasised the benefit of using a quality improvement cycle to audit change.</p> <p>Help with promoting on line access/ re-registration, following the installation of EMIS.</p>
AOB	SM	Bob asked for the rationale for using written correspondence over email when communicating with patients. Diane explained

		that for reasons of confidentiality, it was deemed necessary to follow up two phone calls with a letter eg. regarding blood test results.
Date & time of next meeting	SM,DM	It was agreed to trial a Saturday morning, July 20 th at 1000 at Westlands.