

Patient Participation Group Meeting 21st September 2015

The Hollies Medical Centre

Present : Judy Bizley (Chair), Mike Loughlin (Deputy Chair), Chris Armes, Pat Jepson, John Laxton, Tom Baker, Walter Hirst, Terry Dixon, Sylvia Harvey, Nicola Simpson (Practice Manager)

- 1. Apologies:** Ernest Shoobridge, Penny Hilton, Dr Richard Harvey, Patrick Harding and Pam Coates

The group welcomed new member Sylvia Harvey

- 2. Minutes of meeting held 18th May 2015**
- 3. Matters arising from the last meeting:** None
- 4. PPG Governance**

The group gave their support to Judy to carry on in her role as Chair for the next 12 months with Mike supporting as Vice Chair.

Nicola raised concerns about being both a representative of The Hollies and the secretary. It would feel more appropriate if a member of the group acts as secretary. There was no interest from the group in taking the role so for this meeting Nicola continued to take minutes.

ACTION: Mike to contact members to find a new secretary from the group members

GP presence at meetings: Nicola explained that Dr Harvey's absence was a one off and that he will be present at the next meeting

Virtual PPG: The group discussed sending out a questionnaire now before the building works are completed to find out what the wider patient participation group would like to see included.

ACTION: Judy and Mike to devise the questionnaire and email to Nicola for distribution.

PPG Active Members List: There are a number of people on the PPG list who haven't been to the meetings for over a year. The group would like to compile an up to date membership list.

ACTION: Mike to email all members to see who wishes to remain in the group

5. Building Alteration Update

All of the clinical rooms will be finished and operational by 5th October. The builders will then take a 6 week break and return mid-November to complete the 1st floor landing, both flights of stairs and all snagging.

ACTION: Chris and Terry to help with snagging early December

6. The Hollies Quality Initiatives

CQC Visit: The next anticipated round of inspections in Sheffield will be November 2015

CQC Mock Inspection: Mike, Terry and Judy will be presenting to the mock auditors on Thursday at 1pm and will then be available for questions.

ACTION: Mike, Terry and Judy to attend at 12.45pm on Thursday 24th Sept

Intercare: The Hollies still intend to participate in the Intercare scheme (collecting unused medication to send to countries in need) once the building project is complete and we can store the medicines safely.

ACTION: Nicola to organise Intercare on completion of the works

7. Being a More Proactive PPG

Mike raised the point that until now the PPG meetings have been more of an exchange between the practice and the group and now that the group is established we should look to be more proactive.

There was a discussion and it was decided that the group would focus on raising awareness of our priorities:

- self-care and how to access medical advice from sources other than the GP, linking with self-care week 16th-22nd November. To include a calendar of campaigns for key conditions.
- the new website and online booking of appointments, ordering prescriptions and viewing summaries of records
- wasted appointments (77 in August)
- the Patient Participation Group, what it is and what it does

ACTION: Terry to create a new display board to explain the work of the PPG to patients

8. Any Other Business

Patient Online access to records: Chris had previously explained that he was unable to access his record summary. Nicola explained that anyone who received a log on for Patient Online before 2015 will need to request a new log on to be able to access this function.

New Nurse: At the end of August we welcomed Katie Whitehead as our third nurse. Katie is a very experienced nurse having previously worked for The Sloan Practice. She also works for the CCG to support the Person Centred Care Planning Initiative across Sheffield. Katie had fit into the team brilliantly and will provide an additional 24 hours of much needed nurse cover. Patients should see much less disruption during holiday periods and significantly shorter waiting times for nurse appointments.

Dr Andrew Enevoldson: Andrew has agreed to stay on at The Hollies for a further 12 months as part of the Enhancing Primary Care Programme in Sheffield. Commencing 1st October we intend to trial offering a GP clinic on Thursday afternoons to help increase access to appointments.

Website: Chris raised a concern that the minutes of the previous meeting would not open .

ACTION: Nicola to check the website functions

Date of Next Meeting: Wednesday 25th November 6.15pm