

Minutes PPG Meeting – 12.09.2016

Present: Atiya Alam-Jones (Practice Manager), Dawn Riley (Deputy Manager), Scott Ohnoutka (Medical Administrator), Dr McNutt (GP Partner), Greta Llewellyn-Jones (PPG Chair), Tessa Parkin, Roger Parkin, Michael Hemmerdinger, Ronald Bryant, Sarah Judson, Angela Woodworth.

Apologies: Alistair Tranter, Jayne Muspratt.

Introduction: Atiya thanked everyone for coming.

Minutes from meeting of 13.06.2016 approved.

Actions from the previous meeting 13.06.2016 all completed;

- PPG feedback on the next practice survey
- Nurse Practitioner appointments online – name was changed from community practitioner to nurse practitioner but unfortunately these appointments are now not available on line due to the Duty Clinician Triage
- Staff to say their names when answering telephone calls – this was brought up in the staff practice meeting and staff happy to say their names

PPG Committee Group – Scott and Greta

Upcoming Health Awareness Events 2016;

- **Sexual Health Awareness Week 12th – 18th September 2016** – the staff at the Elms and PPG members are going to raise awareness to patients in our waiting area on Thursday 15th September 2016. Sexual Health at the Fountains will also be offering patients a free sexual health screening on the same day.
- **Macmillan Coffee Morning 19th – 30th September 2016** – staff will be bringing in their baked delights available to the staff here and Northgate Village surgery to raise money for Macmillan and we will also be joining in with Northgate Village daily cake sale . There will also be name the Teddy game and Teddy will make his rounds in the building to other practices and community services. Greta also asked PPG members to join in and bring cakes in to help with the event.
- **10KStepsaDay September Challenge** – Atiya is also doing 10,000 steps a day for the whole of September to raise money for Cancer Research.
- **Wear it Pink for Breast Cancer Awareness Friday 21st October 2016** – the staff will be joining in and help raise funds by wearing pink on this day to help raise awareness for Breast Cancer.
- **November is Men’s Health Awareness Month** – Our PPG group and staff will be having a prostate cancer awareness day in the surgery on the 8th November 2016. We will also be having a raffle for a luxury hamper and all proceeds will be going to prostate cancer.
- **Toy Story Appeal December** - In December the Elms will be organising a “Toy Story Appeal” with the local charity to collect toys; building users will be invited to join in this appeal also.
- **Do Your Bit with a Christmas Knit December** – the staff will also be wearing their Christmas jumpers during the festive season to help raise money for Macmillan Cancer Support, Make-A-Wish UK and Save the Children.

University Art Faculty – we are now displaying art work on our walls from Chester University art students and patients. We are also hoping that when the students come back at the end of September we will be able to approach them again to get more art work for our walls.

Equipment Fund Update – our permanent book table has raised £72.11 towards our ‘Equipment Fund’. If you have any unwanted books you would like to donate they would be greatly appreciated. Our Hamper in August raised £31.00 and our total for our ‘Equipment Fund’ is now £653. The clinicians have expressed concerns on not having a defibrillator in the Blacon Clinic. Greta enquired from the group as to whether the equipment

fund collected so far should be put towards the defibrillator rather than the 24hr BP machine. The group felt that other options should be explored for example contacting the local councillors who have funding to provide services to their constituency.

National Association Patient Participation (N.A.P.P) – Greta attended a PPG meeting with Northgate Village Surgery who are also very interested in joining the N.A.P.P and thought that we could halve the annual cost of £60.00 between us.

Action: Atiya to speak with GP Partners to see if the practice will pay the £30.00 fee and also to check with Practice Manager of Northgate Village if happy to go ahead with this as a joint process.

Update on Charity Fundraising & Health Awareness Campaigns by Practice 2016;

- **June** – PPG Awareness Week 6th – 11th June 2016, Scott and Dawn promoted the PPG and gave out information to patients in the waiting area.
Diabetes UK Awareness Week 12th – 18th June 2016 - staff had a dress down day and a volunteer came from Diabetes UK to provide patient information.
- **July** - Know your Blood Pressure 27th July 2016 – our Healthcare Assistants had a morning and afternoon session in our waiting area encouraging patients to have their blood pressure checked with information. We recorded a total of 88 blood pressures.
- Mud Run – Atiya did a 5K run in aid of Cancer and raised £215.00
- **August** – Scott abseiled down Liverpool Cathedral on the 6th August 2016 and raised £405.00 for Alder Hey.

Patient Survey 2016/2017

Our annual patient survey will be running throughout November and this year it will be an individual analysis for each clinician. It was asked by a PPG member if there would be room for patients to put a comment under each question but unfortunately due to the data that needs collating this would not be an option.

Duty Clinician Triage

We had a pilot of this new triage system in July and it went live on the 1st August 2016. Together with the GPs and the nursing team we have created a hybrid system where our patients will be signposted appropriately to the right clinician for their problems. This has led to developing the role of the Duty Clinician which is a team consisting of Duty Doctor, Nurse Practitioner and Nurse Prescribers who will call back our patients who feel that they need to speak with a clinician urgently on the day and deal with their issues in the most appropriate way. We are hoping that with these changes we will be able to; manage the clinical case load more effectively and efficiently, improve utilisation of our highly skilled nursing team and other health care professionals in primary care, reduce DNA's, free up GP's time to enable them to proactively provide preventative primary care, improve long term management of chronic disease and promote self- care.

We hope the new system will provide benefits for the patients such as; don't have to be first through on the phones to book an appointment, have contact with a Clinician sooner, see their GP sooner when appropriate, get more time with their GP when they need due to reduced pressure on appointments. Benefits for the GPs; improved patient care and communication, more efficient use of time and NHS resources and increased professional satisfaction through enhanced patient care with a more effective workload management.

Student Registrations September 2016

Unfortunately we did not have an invite to the 'Fresher's Fair' this year, but we did get an invite to the student registration day on Sunday 25th September 2016. All four practices from the Fountains will be attending as a team and we will give an update on the number of student registrations in our next meeting in January 2017.

Flu Clinics

Our flu clinics start this year on Monday 3rd October 2016. We will not be holding any Saturday clinics due to the cost of parking for patients and the limited numbers that attended last year. Our clinics are going to be mainly led by the Healthcare Assistants and will run Monday to Fridays at Fountains from 3.30pm – 6.00pm.

We will have 2 clinics running at our branch surgery in Blacon on Thursday mornings from 9.00am – 12.00pm. The practice will be offering approximately 380 flu appointments a week.

Previously we had help from the District Nurses with our housebound patients but unfortunately this will not be happening this year and the District Nurses will only be giving the flu vaccination to the housebound patients on their weekly caseloads. The practice will be organising a practice nurse to go out and give to our housebound patients.

It was suggested that the PPG members could help at flu clinics as in previous years whilst promoting our PPG. If anyone is interested in volunteering to help at the flu clinics please send an email through for the attention of Scott or Dawn to elms.medicalcentre@nhs.net or telephone the surgery and ask for either Scott or Dawn.

Friends & Family Test Results

The practice has had good results overall and positive feedback regarding staff and clinicians. We have actioned a comment that was made requesting an extra scanner for the car park validation to be available at both the reception desks and this has now been put in place. The results for this year so far will be attached with the minutes.

Elms Staff Update

Healthcare Assistant – Kristy Hayward has joined the team doing 30 hours a week as of 1st September 2016. We are also in the process of recruiting another part time medical receptionist

Any Other Business

DNA Trend – unfortunately the number of appointments not attended were still high in July and August but we feel this could be due to the holiday season. We do hope that the new Duty Clinician Triage system will help see a decrease in the number of appointments not attended.

MJOG Text Messaging Service – the practice is now being charged per text message sent and in the last quarter this cost the practice £800.00. The text message service will now only be getting used for health campaigns due to not being cost effective for the practice.

Next PPG Meeting 9th January 2017 – this will also include an ‘Annual General Meeting’ and will be attended by Dr McNutt and Dr Jackson.

Name Badges – Greta asked if name badges could be provided for the PPG members attending meetings so as we are able to familiarise ourselves with each other for new members etc.

Mental Health Awareness – Greta would like to focus on this for next year in our health awareness campaigns. Greta has organised for a speaker for the next PPG meeting and would like the invitation extended to Northgate Village Surgery PPG to attend.

Brio Membership- Dr McNutt reminded the group that the membership to Brio leisure is free for over 75's. This should be advertised to the patients more so that people can make use of this offer.

PPG MEETINGS SCHEDULED FOR 2016/2017

Monday 9th January 2017 @ 4.00PM

This will also be displayed in the surgery and our website.