

Minutes PPG Meeting – 14.03.2016

Present: Atiya Alam-Jones (Practice Manager) Scott Ohnoutka (Medical Administrator) Roger Parkin, Tessa Parkin, Sarah Judson, Greta Llewellyn-Jones, Margaret Short, Alastair Tranter, Joanne Swift.

Apologies: Jayne Muspratt, Michael Hemmerdinger Cicely Weekes, Patricia Vincent & Dawn Riley.

Introduction: Atiya thanked everyone for coming.

Action Points from PPG Meeting 11.01.2016

Fundraising 'Equipment Fund'

The PPG Committee Group with the help of the staff from the Elms had a 'World Book Day' event (selling second hand books) and an Easter Raffle and raised £65.00.

Student Registrations

The Practice had 61 new student registrations 2015/2016 which is twice as many as last year. There was positive feedback on the student leaflet that was created for the students for the 4 Practices at the Fountains.

Updates

Patient Survey Results 2015/2016

The Practice gave out 800 surveys and had 200 completed surveys returned. Overall all the result of each question asked had a higher percentage in comparison to the 2014/2015 results. The results will be published on the website. There were 2 suggestions from the group;

- To add a comment box on the survey to let patients explain if they disagree with the question to give a reason for this
- For the PPG group to continue to help with the questions for the next survey for 2016/2017

PPG Committee Group Update

Action Points 11.01.2016

- Formalise terms of reference - reissue minutes
- Greta Llewellyn-Jones nominated as the PPG Chair
- £250 grant agreed by CCG but not received as yet and no known timescale, PPG to chase up
- Members decide on a weekday afternoon date for the Mental Health awareness day event - Tuesday is our busiest day
- PPG have contacted British Heart Foundation regarding first aid training once a month - PPG need to chase up
- Up and coming Elms Fundraising Events - Mental Health awareness day in the summer , Festive Fair In November/December – more details to follow
- Unfortunately there were only 2 members attended this meeting out of 4
- The Committee Group will now be meeting the first Thursday of every month @ 10.00am instead of Tuesdays, the next meeting is **Thursday 7th April 2016 @ 10.00am.**
- PPG Committee Group Meeting times and dates of upcoming meetings to be displayed on the noticeboards in the waiting rooms.

PPG Participation & Recruitment

The Committee Group are going to organise days when they can sit in reception at Blacon and Fountains to speak to patients and inform them of what the PPG group involves and try and encourage some new members. They will also design a new poster to display in the waiting areas to help raise awareness.

Patient Online Services

The Elms Medical Practice plans to offer the facility for patients to view online, export or print detailed coded information held in their own records from **1st April 2016.**

The Elms Medical Practice currently offers the facility for patients:

- To book, view, amend, cancel and print appointments online
- To order online, view and print a list of their repeat prescriptions for drugs, medicines or appliances
- To view online, export or print summary information from their record, relating to medications, allergies adverse reactions and any other items agreed between the practice and individual patient

We will publicise and promote our online services to our practice's patients through the practice website, practice waiting room leaflets, posters and the Patient Participation Group.

Cluster – New Services Being Provided

There are 5 Practices working as a cluster (The Elms, Northgate Village, Northgate Medical, Fountains and Garden Lane) and they have developed a service for the vulnerable elderly population specifically the over 75 age group. The cluster has employed a nurse practitioner (funded partly by the Prime Minister Challenge Fund) to do some unplanned visits to the frail and elderly patients considered at risk of falls and patients who have been recently discharged from hospital to be followed up within 7 days post discharge. She is also able to ensure that medication reviews are carried out aswell.

NHS 111

West Cheshire is moving the out of hours call handling to NHS 111 on Thursday 31st March 2016. The answerphone message for patients when ringing the surgery will be changed to advise the patients to hang up and redial 111 if they need medical advice before the surgery re-opens. Practices will not redirect the call, as calls to 111 are free, and enable 111 to re-contact any disconnecting calls. They need to see the number from which the patient has called – not a redirected number. This service has now been live for nearly 3 years.

Nurse Practitioner Appointments

From Monday to Wednesday there are now 15-20 daily pre-bookable online appointments for our nurse practitioner.

PPG Meetings Scheduled for 2016/2017:

PPG MEETINGS SCHEDULED FOR 2016/2017

Monday 14th March 2016 @ 4.00pm
Monday 13th June 2016 @ 4.00pm
Monday 12th September 2016 @ 4.00pm
Monday 9th January 2017 @ 4.00PM

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

(Please note that future PPG Minutes will only be sent to those who have attended or sent apologies – they have been sent to all members on this occasion to confirm the times of the next scheduled meetings @ 4.00pm)