

## The Family Practice Western College Patient Participation Group

### Resume of the meeting held

#### **Present:**

Keith Minty ( KM)	Jill White Chair ( JW)
Dr A Sachdeva (AS)	Penny Dobson
Ann Nicholls	Catherine Eva
Ilfra Jarman	Fiona McKenzie
Jim Jarman	
Georges Ware	
Ann Light	
Paul Roberts (PR)	
Ian Goodenough	

#### **Apologies:**

C Hutton	
David Shelton ( DS)	
Ruth Baker	

JW welcomed a new member Fiona McKenzie. She also confirmed that Jane Redman had moved away. JW had written to thank her for the contribution she had made to the PPG.

#### **Practice update.**

KM confirmed.

1.0 The merger of the 3 CCG's was approved by NHS England subject to some minor caveats and approval of the financial recovery plan. CCG is currently in a state of flux as it re-groups.

2.0 The prescription lines closed 30.09.17. Minimal problems have been encountered and this is saving reception around 2 hours per day as patients order on line or via the chemist with more accurate requests,

3.0 We have employed a consultant to view the operation of EPS from reception and GP view and this will take place on 29.11.17.

4.0 The new phone system has been configured and will be installed 05.12.17-06.12.17 – hopefully with minimal disruption.

5.0 Treatment room refurbishment is making slow progress. English Heritage declined the initial plan so we are only now able to extend the two side rooms. Delays partly practice fault.

6.0 We have managed to recruit a new phlebotomist who should start soon. We recruited an additional trained receptionist but she withdrew. Currently we have a young lad as a locum who will be with us until 31.12.17. We were unsuccessful in recruiting a nurse to replace Joe so have re advertised.

7.0 We undertook an evening meeting to discuss the appointment system on 01.11.17 and will make changes in January 2018. This will include:

- Clearer definition of what constitutes an “emergency appointment” with signposting for non-urgent or less urgent appointments.
- Additional appointments to be released by reception for 2-3 days later.
- Additional signposting training for reception.

**Ideas and objectives for the PPG longer term.**

JW had requested at the last meeting members send in 10 ideas for discussion and to meet with her for coffee to review. Several e-mails had been received.

JW thanked DS/ PR / Ruth Baker and Jane Redman for their contributions which included:

- Social Media sights for information and chat.
- Videos for health information.
- Solution to the DNA (did not attend) issue.
- Obesity information and guidance.

JW confirmed that many of the ideas were relevant but required time and funding to achieve. No time or funding was available and the PPG members did not have the expertise to undertake many of the projects.

A wealth of information was already available on the practice website and NHS Choices. JW encouraged the use of these websites.

The DNA issue was discussed. This has been reviewed by many parts of the NHS and One Care without a firm conclusion. Charging patients is forbidden under NHS rules. KM confirmed that the practice policy was to contact patients by letter who missed 3 appointments or did not attend extended appointments such as coil fits.

The issue of obesity was discussed in the meeting 18.09.17 ( see resume)

KM confirmed that what the PPG really needed was:

- Help with the Monday Lunch Club
- Help with volunteer drivers
- Help with cleaning the toy within the toy area
- Help with obtaining DBS checks for the lunch club and driver volunteers.

Some volunteers have come forward to undertake these tasks.

Children’s corner- Catherine Eva and Penny Dobson

Help with Police checks Ann Nichols; Catherine Eva and David Shelton

Please contact Keith Minty on [Keith.Minty@nhs.net](mailto:Keith.Minty@nhs.net) if you are able to assist

JW thanked all the practice staff and passed on seasonal greetings.

**One care PPG Meeting 15.01.18 at 18.30 (venue to be arranged)**

JW encouraged members to attend the above. Please contact Jill on [jillwhitemusic@gmail.com](mailto:jillwhitemusic@gmail.com) by 02.01.18 to confirm attendance. Papers have already been circulated to PPG members.

**Locality Transformation Project**

In order to implement the STP (Sustainability and Transformation) project which was part of the NHS Five year plan the CCG have introduced the LTP which they want to be in place by 31.12.17.

This involves the establishment of a Bristol North and West organisation through which future funding for new projects will be channelled and who will coordinate the integration of secondary, Primary and social care- on top of the day job!

A series of meetings are planned to see if and how this can be achieved.

**Date of Next Meeting- Monday 19.03.18 7.00PM at Western College.**