

Patient Participation Group meeting minutes – Monday 12th November

Present Tim Morris, Michelle Cooke, Rob Dowey, Alan Taylor, Brian Loftus, Michael Field, Paul Baber, Lesley Stephens, Robert Butcher, Barbara Graham, Mike Haywood, Stephen Clarke, Ann Forrest.

Apologies Mike Regan, Jean Cockayne, Brian Cockayne, Carmel McCullough, Gail Wade, Janet Smallwood, Margaret Baber

Welcome.	Rob welcomed everyone to the meeting and thanked them for their time.
Apologies.	Apologies received from Mike Regan, Jean Cockayne, Brian Cockayne, Carmel McCullough, Gail Wade, Janet Smallwood
Accuracy of minutes dated 3 rd September 2018.	Minutes from last meeting agreed to be accurate.
Matters arising from the minutes NOT covered by the agenda.	<p>RD pointed out a cluster patient panel group meeting had still not happened. TM explained that it had been agreed to set up a cluster wide public and patient participation group (PPPG). It is hoped there will be an initial meeting between existing chairs in December, practice managers will propose to their PPG. The purpose of the PPPG is to learn from other groups. It is envisioned it will be quarterly or biannually.</p> <p>Flu clinic volunteers mentioned that some clinics ran smoothly whilst at others there was bunching of patients. Patients expected names to be called out but they were not. Some patients did not read letters properly and turned up without an appointment although some PPG members felt the letter could have been clearer about the need for an appointment. TM explained that difficulties arose as this year for the first time there are two different types of vaccine (under and over 65) and the delivery was staggered (a decision taken by the manufacturer). The nasal flu vaccine could not be administered until the 3rd clinic onwards again due to delivery dates that were out of the control of the practice. 300 vaccinations have been lost to pharmacies. The practice has already ordered the vaccine for next year and as the manufacturers should have organised themselves better it is hopeful that a drop in service can be offered again next flu season. Thanks to everyone who helped out this year.</p>
Update on practice issues including new systems, facilities and services.	11 practices are joined to make the Sowe Valley Cluster and there was a meeting Friday 9 th November. The Royal College of General Practitioners (RCGP) have launched Parkrun. At the moment this takes place at the Memorial Park and the cluster would like to bring one to this side of the city. Parkrun is run by volunteers so please let us know if you are interested in getting involved.

	<p>Coventry City Council has a charity called Grapevine which is involved in reducing loneliness and social isolation. The project is called GoodGym. Runners are often patients with depression and low self-esteem. Thoughts and ideas of how to get this off the ground are welcome (e.g. local community groups or publications). Anyone interested in getting involved please get in touch.</p> <p>Transformation funding is being used to help update the phone system at the practice to a cloud based system. There will be additional features included in the package. Callers can be told their number in the queue and there is a call back facility. Your medical records can automatically open up as it can recognise your number and calls can be recorded against your medical records. There is also potential to expand the features in the future. This is cheaper and more effective than the current system and sits in the NHS cloud so is more secure. Forum Health Centre is the first surgery to have this in Coventry although TM has visited a surgery in Banbury to see it in action and they are extremely happy with it. The new system is due for installation in December or January.</p> <p>Reception and administration staff will be undergoing some customer service training to extend their roles to become care navigators. This is half day training by a company that 'do it like Disney' (who are known for their exceptional customer service). It is hoped that the staff will cross learn with staff from other practices and this training will take place in January.</p> <p>Video consultations: There has been targeted Beta testing done as doctors wanted to manage expectations. Dr Choycha, Dr S. Chaggar and Dr H. Chaggar have been involved in the testing. So far this has been used for reviews and follow ups. RCGP has promised guidance e.g. indemnity advice in the New Year.</p>
<p>Patient Education Sessions – Update.</p>	<p>Wednesday 21st November DWP is running a session about personal independence payment. Wednesday 5th December Diabetes UK is running a session about reducing your risk of diabetes. Wednesday 23rd January AgeUK will be running a session- topic still to be decided. Wednesday 6th February Scrivens will be running a session about hearing loss.</p>
<p>National Association for Patient Participation – Update.</p>	<p>This is an association that is subscribed to and an annual membership certificate is sent. They have given some top tips on how to work with local health watch and would like PPGs to consider working more closely.</p>
<p>Discussion point (members to put forward their suggestions).</p>	<p>It was pointed out that a way might be needed to increase the number of patients completing the patient survey such as offering an incentive. A way to target groups might also be required as it was felt there was not an even representation of the demographic of the surgery.</p>

	<p>Information was handed out about joining the Coventry and Warwickshire Partnership NHS Trust. You get information and are invited to presentations. It is free to join and the requirement is you live in the Coventry and Warwickshire area. A Coventry City Council Support for Carers booklet was also given out. MC will put both hand outs on the leaflet desk in reception.</p>
AOB.	<p>It was asked if the practice triaged patients. TM explained duty doctors may triage as 2/3 of patients do not need face to face appointments. Nurses can also triage.</p> <p>It was pointed out that the staff on the website needed updating.</p> <p>Query was made as to whether it was the responsibility of the patient to phone in for blood results or whether it was responsibility of practice to inform of the results.</p> <p>Query made as to whether nurse appointments can go online.</p>
Date of next meeting.	<p>Monday 14th January 2019</p>