

Patient Participation meeting

Wednesday 15th June 2016

Present: Mary Ratcliffe, Kerri Jones, Katie Power, Phil Ashton, Graham Palmer, Dr Hyde

Apologies: George Connolly, June Brighthouse

Welcome & previous minutes

Phil Ashton was present at previous PPG but was not noted in minutes.

All other minutes agreed as accurate.

Katie also explained that we were unsuccessful with NAPP but as of yet, we have received no feedback. Katie to email to ask for feedback.

Care for Carers Policy

The event held at the surgery, to explain the policy to anybody interested, was well attended. Feedback was positive.

Katie, Donna and a GP or 2 will work together to see what health checks for carers will look like.

Discussions took place on how to evaluate the implementation of this policy.

Evidence could include numbers of carers who make contact, have health checks etc. Qualitative data collection through questionnaires, for those who use the service.

Eccleston Medical Centre

The merger took place and as of 1st April 2016, The Spinney is part of Eccleston Medical Centre. There have been no complaints/dramatic changes reported by patients. Katie to send out GP survey and analysis for information.

Park House Update

We are now in the early stages of a merger with Park House. This surgery lost 5 of its 6 partners within a short space of time (most due to retirement). This merger will support the 1 remaining partner and help them to recruit. To keep everybody updated, this item will remain on the agenda for the foreseeable.

AOB

Patient friendly award; criteria worked through and sent to Jayne at Healthwatch.

The next step is a visit to see the surgery. Katie to ensure complaints procedure is available in the waiting area for patients to see (and DoH).

No date as of yet from the CQC but there will be a visit by October. Once date is given, Katie will make all PPG members aware.

There was a quick discussion around the Patient Access app; it has the capacity to show blood test results and some surgeries do use this already. There was also some discussion around the idea of texting test results to patients (mentioned by Dr Hyde). This needs further discussion.

Katie explained she will be emailing some reading material for the PPG to read before the next meeting. We will then feedback thoughts at the meeting in November.

The surgery are considering opening an opportunity up for a junior clinical pharmacist to join the team as a meds management technician. They will be able to take some of the workload of other staff, by (for example) doing medication reviews, repeat prescriptions and they'll be able to answer any medication specific questions that patients have. They will learn clinical skills as they progress over 3 years.

Date & time of next meeting: Wednesday 14th September 2016, 12.30pm.

Contact kerri0986@gmail.com or call the surgery 01744 758999 to send apologies.