

PPG Minutes of meeting 5th March 2018

Present: S Roberts, J Higgs, P Bonner, M Emery, M Lester, P Denny

Apologies: Gwen Gee, Derek Emery, Valerie & Raymond Sheen

POD – SR explained that POD services had been rolled out. Go live date was beginning of April. Pharmacists had received a letter from the Practice and staff were handing out leaflets to patients when collecting prescriptions. The practice had been receiving queries from patients but it seemed most patients were either happy to contact POD for future prescriptions or register for online services to order directly. PB had tried ringing the POD at which time there had been a server error, on the 5th attempt he finally connected. PB will monitor again when his next prescription is due. PPG members were concerned about medication ordering if going on holiday. SR explained that the POD have been instructed to process the prescriptions if patient requests earlier than planned due to holidays.

Bob the Bus

PB explained that this bus can be arranged to come to the practice for a day and assist with helping patients use computer/ipads/iphones for accessing NHS services, training patients how to use a computer, the internet etc. All agreed Paul would arrange a date, the Practice will advertise the event.

Patient Survey

PPG members agreed to run the patient survey during April. SR will contact members when organised a week for delivering the survey.

Connect Well

PB is now working for the above service and will hold sessions at the Practice, there are no fixed dates as yet. The staff at the practice are aware of the service and will refer patients to Paul. Leaflets are available in the waiting room and all GP's/Nurses have leaflets to discuss with patients.

CQC Inspection

SR explained the inspection went well, with no actions and have retained a GOOD rating overall.

WIFI Laptop

The PPG were successful in securing a laptop as part of an application bid with the local council. PB and JH will organise a small training session with other PPG members for IT training in how to use a device, internet, email, electronic services etc. This will hopefully then be rolled out to other patients requiring support/training in how to use a computer/laptop etc and how to access practice services and website. PPG session will be on 9th April 10.00am.

PPG Chair Update

JH circulated the letter from Marcus Jones relating to retaining Doctors following training, Primary Care has workforce issues and as trained GP's are deciding to move abroad, there are no incentives to stay in UK. Unfortunately there is no requirement for trained Doctors to remain in the UK for a period of time before emigration. NHS England are increasing training places and providing salary incentives to attract Doctors to unpopular areas, and taking more overseas doctors.

JH explained there are issues with the podiatry service which the practice are aware of. SR explained that we are unable to refer with the exception of diabetics and are performing our own ingrowing toe nail service as a result.

GEH path lab – now appointment only, patients are reporting long waits and phone blockage when trying to ring the dedicated phone line.

CCG will be required to commission 7 day week opening until 8pm and Saturday/Sunday working.

Stroke – UHCW have specialist consultants and more beds than outlying hospitals, these hospital will be dealing with stroke rehabilitation patients

Mary Ann Hospice gave presentation – costs 1.7m per year to provide the service of which 28% is funded with a shortfall of 1.4 million which is raised by the Hospice themselves. 2015/16 showed a deficit – 16/17 showed a small profit.

There is a bereavement service at GEH – these a 1:1 sessions for approximately 1 hour weekly or fortnightly to support patients.

AOB: None

SR will circulate the next meeting