

Patient Participation Group Meeting 1st May 2019

Present: Sharon Roberts, Paul Bonner, Marlene Lester, Gwen Gee, Pauline Denny, Raymond and Valerie Sheen, Marie Emery, John Smallwood

Apologies: Jeff Higgs Derek Emery

PPG update

2 admiral nurses for carers have been agreed for North Warwickshire locality Stroke service – 3 beds at GEH – CCG could not still confirm if beds available JH will continue to pursue this. PB visited Whitestone surgery their PPG member will also apply pressure to CCG to confirm beds are available

JS confirms that ambulance service are advised to take to UHCW for acute stroke, patient choice applies but they encourage patients to go to UHCW due to seriousness of condition and can be transferred back to George Eliot once stabilised

CCG email confirms meeting at Chess Centre for train the trainers for dementia support – given email address to PPG members

Feedback from raffle

PB explained that the raffle was drawn, photos and results on website, and raised £180 for children's equipment. The practice will order new seating/toys for play area. Practice thanked PPG for all their hard work in raising funds.

CPR – open session available in waiting room 22nd may 2019 JS will be running the session on behalf of British Heart Foundation JS volunteered – to deliver the session on practice PLT from 1-2pm – and this will be certificated for those that attend

Manikins will be available and the training can do at desk top level if necessary

No charge – voluntary donations towards the children's play area

1 hour long session

12 are people currently booked on session

Will also include a De-fib demonstration

Video Consultations SR explained that the practice will be rolling out this service April 2020 as part of contractual requirement

Primary Care Networks

SR discussed how Nuneaton PCN groups have been formed. Nuneaton have 2 PCN's Old Mill will join with Red Roofs, Riversley Road, Chaucers and

Queens Road Surgery. 2019/20 will see the PCN employing Clinical pharmacist post, social prescriber and will be delivering extended hours across all practices.

SR discussed the practice current extended hours, all agreed to continue with current morning appointments and Friday evenings as this captures working patients. All were pleased to hear that we have now included Nurse early morning appointments.

Staff Update

SR explained waiting times for GP appointment have recently escalated due to GP annual leave, currently have 3 WTE GP's, 1 locum and 1 GP trainee. Hopefully the Practice will be interviewing 2 potential GP's over next 2 weeks.

Patient survey

Paul visited Whitestone practice and had an example survey which they had rolled out....

This has been tailored to meet our practice needs. All PPG members agreed that this may be useful and some will assist with delivering the survey in the waiting room. Paul will collate all the information for reporting at next meeting.

AOB

SR explained patient partner front end solution for patient telephone appointment booking will soon be available for patient bookings outside of core hours all agreed that this will allow those without internet/computers etc to book appointments when the practice is closed, the system is in the testing stage currently

GG – queried referral password documents – she didn't realise that these needed to be collected – SR explained that the GP should have given leaflet which explains the process for paperwork collection and booking the outpatient appointment– it appear is was a locum GP – SR will ensure all locums are aware of procedure

League of Friends – GEH want to close the service as it's not open into the evenings. League of friends rely on volunteers who find it difficult to work late evenings. GEH are suggesting a private company take over the service. Currently refreshments are cheaper, run by volunteers and funds are given to the hospital, this will obviously stop if league of friends service is ended.

Next Meeting: Monday 5th August 10.00am

