

“Together with the Practice, striving for excellence”



Patient Participation Group

Wednesday 16th January 2019

6.30pm – 20.00pm

Health Education Room – Ampthill Health Centre

Minutes of meeting

Present: Ted, Joan, Ann, Nicky, Brian, Bryan, Jeremy, Colin

Surgery Staff: Dawn, Dr Ifould.

1. **Welcome/ Introductions/Ted** welcomed all to the meeting and introduced Colin Lowery to the Group.
Apologies received, Elizabeth, John, Graham, Caroline

2. **Minutes of Last Meeting** 3rd October 2018 (Actions).

Action 02170517 Suggestions/ideas for fund raising. All No further suggestions forthcoming. **Ongoing.**

Action 01280917. Lack of information on progress of STP & TOR (LPPG). Ted, I have chased BLMK and they say newsletter will come out in February 2019. I have raised again at the LPPG the lack of TOR. **Ongoing.**

Action 0703201801. Patient representation of IT Problems. Ted.

I have raised this issue with the LPPG again and still no Joy, they say the support route is via the surgery. **Item Closed**

3. **PPG Bank Account.** No Transactions have taken place since last meeting. Ted.

4. **Surgery Update.** Dawn

- **Staff update.** Chirag is leaving the practice end of March. The Clinical Pharmacist pilot is coming to an end. And the practice is now advertising for a clinical pharmacist. The Clinical Pharmacist will be employed and funded by surgery, 30 hours a week Monday to Friday. In confidence Dawn informed the group that Dr Pailsley is taking a year off, Dr Rowe will be working Tuesday instead of Thursday and other slots filled by a locum.
- **Football New look website.** Integrated model not ready yet, but practice will implement this new website design, probably over the Summer.
- **Active Sign posting/MSK Practitioner.** MSK Practitioner available as part of the Active Signposting scheme.
- **MJOG.** Two-way system waiting for CCG to purchase.
- **On Line Consultation.** A few issues, WMB not fit at the moment needs improvement. Not Skype. Question Based.

- **Did Not Attend (DNA).**

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- **Patient Suggestions Box.**

- Water Dispenser- Unable to put one in waiting area due to space & Health & Safety.
- Doctors running late – if waiting more than 20 mins let receptionist know. Currently unable to let patients know before appointment. Maybe it could use the IT system to give a running update. Dawn suggested that this could be a proposition for an IT Group.

5. Action 01170517 Jack & Jill Nursery Relocation/ Amphill day care centre and surrounding area. Ted/ Dawn.

- A meeting was held by the CCG where the council wants to knock down the Jack & Jill nursery, relocate the day centre & Houghton lodge, council wants to sell to developers and build 33 houses. This would present all sorts of issues, without solving any of the existing parking issues, let alone access issues. CCG do not appear interested. Suggest we call Nadine Dorris again for support. Dawn has asked for update on the Hub. Extra houses being built in the locality. We are a rural surgery and local transport to the surgery is nonexistent. NHS England Update required re the Wixams. We are running at pretty near capacity.

6. BLMK (STP) Update. No update, emailed BLMC Comms and have not had a reply. I will keep progressing. Two posts filled in the exec CFO to Joint Executive Team (JET).

7. WMB LPPG FEEDBACK.

Despite repeated attempts we still have got no LPPG TOR.

No feedback on Healthwatch not sure who is going to give update. No Nominations yet to fill the post.

Also raised was the issue of how we could raise issues to the PPEC and get feedback on that issue, this exchange seems to have been stopped and this appears to be a governance issue.

Phlebotomy. Still issues to be sorted.

Hub still awaiting report.

Extended access, not been marketed very well @ Flitwick, Asplands could be also used in the future. Available mostly for patients who cannot get into surgery in the normal day. A range of services are offered. Can be booked via local practice. Part of the 7 day a week service.

Dawn elaborated on some of the features of Extended Access. Frailty nurse Anna, Anna is shared needs extra help see patient who are housebound with LTC. Normally sees 4 patients who cannot get into the surgery,

UTC in Bedford hospital, near Blood test centre on the ground floor. Appointments via 111, not in operation yet.

I raised again the Issue of IT Support, which they insist is via the surgery. I reiterated to them that surgeries were ill equipped to answer anything other than basic issues plus they do not have the time or resource to sort out the issues were the apps come up with unexpected results. I feel they are not listening. They responded that if a support group is set up, they will let us know. Dawn is going to an IT forum tomorrow and will ask Emma for help.

8. WMB LPPG. Meeting Dates

- 17th Jan 2019
- 11th April 2019
- 18th July 2019
- 17th Oct 2019
- 20th Jan 2020

9. Issues to WMB LPPG.

- Progress on Hub, TOR

10. Next Meeting Date Wednesday 27th March 2019

11. Future Meeting Dates.

- Wednesday 27^h March 2019.
- Wednesday 5th June 2019.
- Wednesday 11th September 2019.
- Wednesday 4th December 2019.

12. A.O.B.

- Providing a higher standard of reading material in the waiting area. **We need up to date material. Happy to consider what can be donated. Hand in to reception.**
- Consideration of government proposals for "digital" consultations. **Covered in earlier discussion.**
- Progress on MJOG implementation. **Covered in earlier discussion.**
- Recent report on GP Premises from Patient Association (Confidentiality, Access, Travelling/Car Parking). **We addressed what we could in respect of the space we have available. Private Conversation is difficult to have in our configuration. The practice will try to accommodate a private conversation where they can if a room is available. Maybe a Line could be put in front of reception to give as much space for a semi private conversation to take place.**
- Fund raising- a guide to the perplexed maybe we could sell to other PPG. **Jeremy would be prepared to provide a template & edit. Thoughts for next meeting.**

Action Jeremy 01160119. Provide template for a guide to the perplexed.

- Missed appointments.
- Patients who ask for extra tests as they think they are ill.
- NHS Volunteers. - difficult to gauge value to practice., Could be useful for distribution of things like newsletter in the waiting room and visibility of PPG Etc.