

PPG Minutes

**The Highlands Practice Patient Participation Group
Thursday 19th March 2015 - The Highlands Practice**

Apologies

Diane Bizley
Mr & Mrs Strickland

Present

Amanda Gray
Nicola Earle
Mrs J Thomas
Mrs Foley
Mr Richardson
Mr R Richardson
Mrs M Eastley

Items Discussed

PPG Report

The Patient Participation Group Enhanced Service reporting template for NHS England (see Practice Website) was explained highlighting sources of feedback e.g. CQC audits, where the practice has conducted internal audits and organized audits from local CCG members, to ensure compliance, one area, was to change the flooring to the Phlebotomy room, which has been completed. With high demand of nurse appointments and building pressure three appointments are released one week in advance to help patients to book appointments. A new HCA (Health Care Assistant) is due to commence on 1st May 2015. Voluntary groups (Dementia awareness) receptionists have received some dementia awareness.

On-line patient access to records

As from the 1st April GP practices have a contractual agreement for patients to have access to their medication, allergies and any adverse reactions on line. Patients already have access to on-line appointments and repeat medication via our practice web site. Patients interested in having access to requesting repeat medication and booking appointments on line, will need to speak to a member of the reception team to apply for a PIN. Patients that wish to have access to their list of medication, allergies and adverse reactions are required to complete an application form which is available from reception and understand the responsibility of care over their personal data.

New appointment system

With increase pressure on GP's appointments the surgery is looking at the existing appointment system and ways to improve the service. From the 1st June 2015 a new appointment system will be rolled out. For example, there will be pre-bookable slots available each morning for any patients wanting to book in advance for a follow up

appointment. Then around 9.30am for approximately half an hour the surgery will run a “pooled” list. This will help patients that wish to be seen on the day, for personal circumstances or in the past were unable to contact the practice at 8.30am for an appointment.

Gosport Practices

Most GP practices including Gosport practices are struggling to employ GP's and are looking at how to structure, group together practices within the Gosport area. As most practices are independent from each other, there are many issues to overcome e.g. different IT/phone systems, providing urgent care and chronic disease management.

Staff

Two new members of staff have recently joined the practice, a new nurse, Laura Miller and a receptionist, Sue Barr.

Minutes available on Website

The Practice Patient Participation Group minutes are now available to view on the practice website under patient feedback. Membership application forms are available from reception if any patient expresses an interest to join the PPG.

Moving the Repeat Prescription box

As discussed from our last meeting for the re-location of the Repeat Prescription box from away from the reception desk. It was felt that there is not a convenient area to relocate the repeat prescription box.

AOB

111 service/Out of hours

Recent reports that patients have been waiting over 6 hours for a response from the 111 service. 111 services have been emailed requesting information over waiting times, contractual agreement and current levels we are waiting for a reply

LPG minutes (See attached)

Lyme disease (Highlighted by a member of the PPG)

Estimated between 2,000 – 3,000 new cases of Lyme Disease in England and Wales each year. Blood tests can be carried out to confirm the diagnosis after a few weeks, but these can be negative in the early stages of the infection. You may need to be re-tested if Lyme disease is still suspected after a negative test result. If you have post-infectious Lyme disease or long-lasting symptoms, you may see a specialist in microbiology or infectious diseases. They can arrange for blood samples to be sent to the national reference laboratory run by Public Health England (PHE), where further tests for other tick-borne infections can be carried out.

Welcome to new PPG member, Maddie Eastley

Next meeting - The Highlands Practice - Thursday 18th June 2015 – 12.00