MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON Monday 03rd FEBRUARY 2020, AT 13:45

**Present:** LR (chair), EC (secretary), SI, *MC, GH, RB, MM, SP, BS, SW*

**Apologies:** *SR, DS,JB,MP, JT*

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| **Item** | **Description** | **Action** |
| 1.1 | LR thanked everyone for attending and opened the meeting by introducing everyone. |  |
| 2.  2.1  2.1.1 | **Minutes and Matters Arising**  The PPG agreed that the previous minutes were accurate. The following were matters arising:  LR confirmed that a carers champion has been selected to represent the surgery. |  |
| 3.  3.1  3.2  3.3  3.4 | **Upcoming Work**  NHS App. LR explained that there is still no date for the app launch as it is still being trialled with other surgeries. In regards to data protection, app users will be able to access their medical records once launched after giving consent.  Online Consultations. LR explained that this will be starting in 2 weeks from 7am to 8am. The surgery will be trialling this with sick note requests only at first. This will be monitored for 1 month with a possibility of introducing more requests. LR explained the benefits such as; reducing phone calls on a morning, more availability on triage etc.  Document Management. Original launch date has been pushed back to March 2020 due to staffing issues. Dr C J Bolton will be overseeing this project. This will be trialled for a couple of months. LR explained the benefits of this such as; more GP time.  Flu Season 2020. LR explained that the surgery has until 31st March 2020 to reach the target of patients who have attended for a flu vaccine – currently at 70%. It was suggested that the surgery should offer more availability in regards to flu appointments as this could be why patients would rather attend the pharmacy for the vaccine. LR explained that there are provisions in place for needle phobic patients and they will be offered a 15 minute appointment rather than attending the Saturday morning flu clinics. | **LR to promote in newsletter.**  **LR to promote in newsletter.** |
| 4.  4.1  4.2  4.4 | **Update on On-Going Work Strands**  SystmOne Online. LR explained that reception/admin staff had been promoting SystmOne online and the surgery has almost reached the target for the number of patients signing up to this. The log on attempt has also been increased from 3 tries to 5.  Self-care and Medication. Reception/Admin staff are encouraging patients to go to the pharmacy to buy over the counter medication rather than getting a GP to prescribe this. LR explained that GP’s will look at this on a case-by-case basis and patients who do not pay for prescriptions will also be taken into account. So far this has been effective with Calpol and Antibiotics.  MJOG (Text Message Service). LR explained that the surgery now has 40% of patients who have consented to using this service. Educational links/leaflets are currently being sent to patients regarding smoking and the coronavirus. It was agreed that a link to the surgery newsletter will also be sent via text message to patients. | **LR to promote in newsletter.**  **LR to promote in newsletter.**  **LR to promote in newsletter.** |
| 5.  5.1  5.2 | **New Work Strands / Patient Driven Initiatives**  Carers. LR explained that she has found that carers open days do not have a high success rate so the surgery will not be taking part in one. A carers champion has been selected and will be attending courses and meetings to become more educated within the role. It has been agreed that this service is available for unpaid carers only and there is no limit to the hours of care per day in order to be eligible for a carer’s card. It was agreed that the pharmacy should also promote carer’s cards.  Newsletter. It was agreed that the spring newsletter should be mainly bullet points rather than lengthy text. It will include advice on self-care, mental health, and carers and promote St. George’s services, NHS app, GP Online, SystmOne Online, GP out of hours and the surgeries text messaging service (MJOG). | **LR to promote in newsletter.**  **LR to update pharmacy.**  **LR to draft.** |
| 6.  6.1  6.2 | **Patient Suggestions and Comments**  Friends and Family feedback has been positive with 90% saying that they would return to the surgery again.  Feedback forms will be amended so that patients are able to leave more in depth comments. | **LR to draft.** |
| 7.  7.1  7.3 | **News from the Practice / Network / CCG / DH**  Coronavirus. Reception/Admin have been advised to ask each patient if they have been travelling before booking appointments. LR explained that we have a constant updated list of suspected countries coming from the NHS and patients will be asked to stay at home if suspected of coronavirus and a GP will contact them.  Text messages are being sent out to patients educating them of the virus and the advice of the surgery in line with the NHS guidelines.  Care Quality Commission (CQC). LR explained that the surgery did really well and will be reviewed next in 2022. |  |
| 8.  8.1  8.2  8.3  8.4 | **Staff updates**  LR briefed on the following staff updates:  LR will be covering DS whilst on leave (at least 2 months).  New apprentice, Ethan has started in a reception/admin role and will be trained in accounts/information governance etc.  New receptionist, Heather will hopefully be starting in the next 4 weeks.  Possibility of the surgery taking on another apprentice in 3 months. |  |
| 9.  9.1  9.2 | **Charity Update**  LR explained that DS had been unable to contact ‘The Real Junk Food Project’ to offer £150 of the charity book money. It was agreed to find a new charity and discuss at the next meeting.  SI thanked the surgery on the behalf of St. George’s for its input with the foodbank. | **Everyone to contribute charity suggestions.** |
| 10.  10.1 | **Pharmacy Updates.**  New pharmacist has started at the surgery 3/4 days a week. He is working through patient’s medication reviews and queries. |  |
| 11.  11.1 | **News from Patient Network Group**  Next meeting will be held on Tuesday 24 March 2020. |  |
| 12.  12.1  12.2 | **AOB**  LR explained that Dr C Sharman will be returning to the surgery once compassionate leave has finished.  SI explained that a therapist (Christine) will be starting at St. George’s offering massages, reflexology and aromatherapy from March 2020 for over 65’s. There will be a charge of £5 for a 15 minute appointment and £10 for 30. St. George’s is also providing garden centre trips for a charge of £2 per trip. | **LR to promote in newsletter.** |

Proposed PPG meetings for 2020, all at 1.30 for 1.45 start:

*Thursday 14th May 20*

*Tuesday 16th June 20*

*Monday 7th September 20*