

SAXON CROSS PATIENT PARTICIPATION GROUP

Minutes of meeting held on Wednesday 15th May 2019, at Saxon Cross Surgery

Present: Julie Bryant (Chair)
Wendy Taylor
Frances Rigley
Bryan Dalton
Keely Wilson

Apologies: Michael Rich, Janet Jackson, Tony Oram

1: Welcome

The Chair welcomed everyone to the meeting. The pending visit of the Carer's Federation representative had been purposely left off the agenda as there had been no indication as to when this would take place.

2: Minutes of the last meeting held 20th March 2019

Agreed as a [true record](#)

3: Matters arising from the minutes

3.1: Virtual Patient Participation Group (VPPG)

There was nothing new to report from the VPPG. No contacts had been received from the VPPG members.

3.2: PPG notice boards

The Chair reported that she had attempted to search for a local printer who could provide larger printed materials for the notice boards but without success. Members suggested a few possible sources and further exploration will continue. It was noted that the new boards in the corridor were in place.

3.3: Practice e-mail address

There was no news yet on the set up of a Practice e-mail address. This would be used for the Terms of Reference and also be a contact point for patients who wished to send a message to the PPG.

3.4: Online access to records (SystemOnline)

A member had volunteered to work closely with the Practice Team to undertake a review of access to records since the switch to SystemOne last year. The member's records had been used as a sample case and the review had provided a valuable insight into access problems from both a patient and staff perspective. For example, a patient's online access to their record was much reduced when using a mobile device compared to a full screen PC. This could cause problems with ordering repeat prescriptions. It is not possible to book appointments beyond 2 weeks using a mobile device but it is possible using a PC. The Practice was very pleased to understand the difficulties and differences so that patients can be advised on a revised registration form. Other members reported problems with logging into the home screen, e.g. the appearance of a non-secure message. Members were advised if any problems are encountered then they can contact the Practice staff to re-issue log in details. It was suggested that all Practices should report patient experience and staff experience problems to SystemOne. It was agreed that a bullet point summary of the above member's experiences should be shared with other PPGs in the area, especially as some were currently planning to switch to SystemOne.

4: Short update from the Practice

4.1: Staff issues

2 new GPs had been appointed, 1 male (start date to be confirmed) and 1 female (start in June)

4.2: Online access review

Thank you was again expressed for the volunteer member's support

4.3: Wi Fi

The Practice Wi Fi will be updated to 31st May. There will be some ~~down~~-time ~~down~~ between 1 and 4pm on the day during which NEMS will be covering the phone calls.

5: Report from the Patient Reference Group (PRG)

5.1: Future PPI arrangements

The Chair reported that the PRG had held its last formal meeting on 2nd May. There had been a presentation on the proposed new PPI structure for the forthcoming Greater Nottingham Integrated Care System as from April 2020. This included patient & public committees for Nottingham City and the Greater Notts south boroughs who will work with the single strategic commissioning system. Secondly, citizen councils will be established for Nottingham City and the Greater Notts south boroughs to work with the Integrated Care Partnership. Invitations to apply for positions on these groups will be issued to people who have already worked at this level and an interview process was expected. Finally, a broader range of engagement was planned for the Primary Care Networks on a neighbourhood basis where it was expected that PPGs would be involved. The 2 neighbourhoods planned for Nottingham West were Eastwood, Kimberley and Stapleford, as well as Beeston, Bramcote and Chilwell. Members of the PRG have already expressed concerns about how PPG members' views will be represented in the new structure as well as how information will flow both up and down.

5.2: Non-emergency Patient Transport Service (NEPTS)

There had been a presentation on the forthcoming contract renewal for the service which is due for completion by the end of November. 15 new potential providers had submitted bids which did not include Arriva. The eligibility criteria for patients had been demonstrated at the PRG and comments requested, including from PPG members, but a copy had not arrived in time for tabling at today's meeting. Following a recent review by Healthwatch on the PTS service for renal dialysis patients, a shuttle bus had been introduced to improve journeys for these patients. Aborted journeys had been a problem for the current provider, especially relating to discharges from hospital.

5.3: Missed appointments -sharing of strategies

This had been an agenda item for the March PRG meeting which the Chair had not been able to attend. The Vice Chair had presented figures for Saxon Cross. The Chair has unsuccessfully requested a copy of the March minutes to try and find out what was discussed and what the outcome was.

6: Any other business & discussion time

6.1: Future of PPG Chairmanship

The Chair reported that due to a planned house move, she would no longer be able to chair the PPG and would need to register at another practice. The Vice Chair has been approached who is happy to chair the meetings for the interim. A "hand over" meeting is going to be planned with the Practice Manager. Members expressed sadness that the Chair was leaving the PPG and thanked her for the hard work and dedication delivered over the past few years. The Chair expressed sadness at leaving the Practice and thanked everyone for their support and input.

6.2: Suggestions

There were no suggestions in the box this time

6.3: Care Centre alarm system

It was reported that residents at Rockwell Court were still being disturbed at unsocial hours by the Care Centre's alarm system. Also the deterrent wire on the top of the wall between Rockwell Court and the Care Centre needed to be replaced. Keely agreed to pass on these issues to Tony for action with the Estates Department.

6.4: Action Log 2018/19

The Chair has circulated draft copies of the PPG's Action Log for 2018/19 and copies were tabled at the meeting. Any comments or amendments were requested for the final version. It was agreed that this will be followed up by the new Chair once all members and the Practice Manager have studied the draft version

6.5: Defibrillator at The Magpie pub

It was reported that there was a community defibrillator on the wall of The Magpie pub on Toton Lane and members raised concerns about its current utility and what would happen to it now that the pub had formally closed. The Chair agreed to try and find the contact details of the local organisation that looked after defibrillators.

Post meeting note: Via EMAS I have found out that Richard McCrae is the contact point for the defibrillator. Richard has confirmed that there is a pending application for the pub to be demolished and he has approached the petrol station to enquire if they would place it on their wall. He is going to let me know when he hears back from them. JB

6.6: Adjustable chair

It was noted that the new adjustable chair for the blood pressure machine in the waiting area had not yet been installed. The order had been recorded on the Action Log in January.

6.7: Annual review letters for patients

Members asked if the reason for the review could be tied or noted on the review letter so as to clarify the purpose of the review. This was particularly confusing for patients who had more than 1 long term condition. A heading on the letter with tick boxes was suggested. This issue seemed to tie in with other comments received about what patients can expect during a review appointment and what would happen. Reception staff should be able to inform patient which condition the review was for and Keely agreed to take this forward as a potential staff training issue.

6.8: Telephone experience

A member shared experiences of a long wait on the telephone (20 minutes) when trying to book a non-routine appointment. The member had felt that the questions asked by the Reception staff were too personal and intrusive. Keely explained that Reception staff need to have some information on why the patient needs to be seen on the same day, but not for routine appointments. Members felt that the Triage Nurse should ask the intrusive questions and Reception staff ask general questions for the Triage Nurse. A "matrix" of questions for Reception staff to follow was suggested. It was clarified that patients can refuse to give personal details to Reception staff, opting instead to wait for the triage nurse call, and that patients should be given options for what they wish to divulge.

6.9: Health Event 9th July

The Chair shared news she had received that the Broxtowe Health Partnership will be holding a Health Event at Stapleford Care Centre on 9th July.

7: Date of next meeting

The Chair closed the meeting with a thank you to all for their attendance and noted that over the years the PPG has had an excellent relationship with the Practice. Members invited the Chair to attend the next meeting as a guest.

17th July 2019, 18th September 2019, 20th November 2019