

## Patient Participation Group

Minutes of the meeting held 15 June 2016

At Liverpool Road Surgery

Present	Maureen Guy M Renton S Carlin P Phillips	John McGrath R Renton J Owens	Lorraine Hogg S Williams J Phillips
---------	---	-------------------------------------	---

### 1. Welcome

John McGrath welcomed everyone to the meeting and apologised that this was the first meeting the Group had held since 22 January 2015. Members agreed that this was too long a gap between meetings and resolved to aim for a meeting to be held every three months at the very least.

### 2 Health & Safety/Housekeeping

The fire exits were pointed out to all present in case of emergency.

### 3 Minutes of the previous meeting and matters arising.

#### 3.1 Five Year Forward View (FYFV)

John had nothing new to report on the Five Year Forward View but distributed the "easy read" leaflet dated October 2014.

Maureen Guy, however, pointed out that PRISMA had come about following the advent of the FYFV and went on to explain that PRISMA is a questionnaire given to over 70 year olds to assess frailty and take any appropriate action in relation to the care of those patients.

#### 3.2 PPG Notice Boards

John reported that Liverpool Road now had a dedicated PPG notice board. The members agreed, however, that there was still a lot of information displayed on walls and other boards which perhaps could be "tidied"

#### 3.3 Emergency cord – patient toilets

John reported that these have been ordered and will be installed at both surgeries on delivery

### Item Discharged

### 4 What have patients told us about the Practice since the last meeting? (comments, complaints, compliments)

4.1 Maureen Guy spoke briefly about the three complaints we had received over recent months. Maureen also confirmed that the Friends and Family survey remained on-going and comments made on the forms handed to patients were in the main very positive.

## **5 Clinical Commissioning Group News**

### **5.1 Big Chat 6**

Mrs Renton confirmed that she would be attending the Big Chat and would report back at the next meeting

Susan Williams expressed concerns about the venue for Big Chat 6 and confirmed she had written to the organisers about her concerns that the area was perhaps unsafe in the evening. Susan had received a reply that the venue was being reconsidered for future events.

## **6 General Practice Forward View**

John distributed a little information about this to members for their perusal.

## **7 Any Other Business**

### **7.1 Electronic Notice Board at Moss Lane**

Mr Philips commented that the electronic notice board at Moss Lane had not worked for some months now and he was concerned that the Doctors had to come out of their office to call the patients in. Members had mixed views on this with some not seeing this as a problem for Doctors or patients. Maureen Guy confirmed that the Practice was considering a new system which would link automatically to the EMIS computer system, but this was in its early stages.

### **7.2 Combined GP Practices**

Mr and Mrs Phillips raised the issue of GP Practices combining and operating out of one large building and asked whether our Practice GP's had considered this. Maureen Guy confirmed that the GP's had given this consideration and further explained how this would work. She confirmed that although a number of Practices operate out of one large building they tend to remain as separate GP Practices within that building. She confirmed that there are no plans at present for this Practice to move.

### **7.3 Practice Budget**

Susan Williams raised a question on the Practice budget and who was responsible for this. Maureen Guy gave the Prescribing budget as an example confirming that the budget was set monthly for the year. Mrs Renton asked if the GP's would be aware of any overspend. Maureen confirmed this was reported on by for example our Pharmacist.

### **7.4 Patient Activation Measure (PAM)**

John handed out some information on PAM. Maureen Guy pointed out that the deadline for applying for a licence for PAM had expired. No further discussion on this

### **7.5 Sharing Medical Records Using Patient Access**

John handed out information on the new service whereby patients can share their records with friends or family etc via Patient Access if they so wished. This should not be confused with patient's ability to view certain aspects of their records on line, again via Patient Access which is an enhancement to the Patient Access service which includes the ability to book appointments on line also

## 7.6 Macmillan Cancer Support

The meeting agreed that we again this year hold a Macmillan Coffee Morning at both surgeries.

Since the meeting Lorraine Hogg has contacted Macmillan and confirmed the date for the Coffee Morning as 30 September 2016.

If any members can spare the time from about 12 midday on 30<sup>th</sup> please let me know. Feel free to bake for the morning also

## **8 Date and Time of Next Meeting**

Although we agreed a meeting for September perhaps we should arrange this for shortly after the Coffee Morning. Please let me have your thoughts