

**HEREWARD GROUP PRACTICE PATIENT PARTICIPATION GROUP (PPG)
MEETING HELD AT THE PRACTICE ON MONDAY 9th FEBRUARY AT 6.15 PM.**

Present

Mr B Sadler (Chair), Mrs S Michael (Practice Manager), Dr T Ashley- Norman (GP and Practice Partner), Mr M Wright, Mrs M Wright, Mr R Rose, Mr T Reacher, Mrs J Reacher, Mrs J Payne, Mrs K Dolby, Mrs Judith Richardson, Ms Leanne O'Brien.

Guest Speaker - Annette Atkinson – Engagement Officer, Health Watch

1. Apologies

Apologies received from Bob Casboults our Secretary who is recovering from an operation. The Committee will send him a card wishing him a speedy recovery.

2. Minutes of Last Meeting.

One amendment to last meeting minutes – the spelling of Dr Darina Padmore.

The minutes were then accepted as a true record.

3. Welcome

Barry introduced and welcomed Leanne O'Brien and Judith Richardson as new PPG Members

4. Update on Local Healthwatch (HW) Issues – Annette Atkinson

Annette informed our group that there are 150 HW groups in the Country and that Lincolnshire's HW group comprised 9 staff members. Her role as Engagement Officer is to gather intelligence and listen to the Public's views and experiences of Health and Care Services in our Area. The Healthwatch Team endeavours to progress complaints or praise received with the pertinent department/person in the complex local Community Services or NHS structure. A HW 'Scrutiny Committee' has been set up to ensure that issues identified by the public are followed through and an answer provided by the Service providers. HW will continue to follow-up via telephone, e-mail, write letters etc to Service providers until they report back. At which point clarifying that a response has been/is received by the originating person. Under legislation HW have a statutory right for their staff and volunteer Teams to enter and view Healthcare and NHS facilities but visits are usually announced. For example they cover:- A&E, Dental Surgeries, Residential Homes, Ambulance Services, Hospital Wards etc...

The current priorities highlighted for improvement are:

- Discharge/Aftercare Planning,
- Transport Home,
- Mental Health and
- Dentistry.

During the question and answer session Annette indicated that HW is open to help from new members of the public volunteers working with their teams. HL would provide appropriate training for applicants. In the future HW would like to setup regional Hubs across the county including one in Bourne. These are usually existing groups such as PPGs and many HW Hubs can exist in the same local areas.

Whilst HW does provide anonymity for complainants, the view was expressed that the same facility should be provided to Health Service providers. All HW complaints on receipt are put in the public domain via their Impact Document which is available on HWL web site – even unsubstantiated complaints. Additional protection for GP practice was considered fair and unanimously supported by the group following a lengthy discussion of the issues. Having contributed and heard the group's collective feedback, Annette agreed to report back on this right to privacy issue and the negative effects of misjudged complaints which could later prove not to be bona fide. (*Feedback 6/03/2015 -The Impact document has been amended as a courtesy to the group's request.*)

Barry thanked AA for coming to the meeting and providing such a comprehensive explanation of her role at HW. We will welcome Annette back to report HW progress at a later date.”

5. General Practice Issues – Sally Michael / Dr Tom Ashley-Norman

a) Feedback on latest appointment availability

The patient appointment availability at the practice remains excellent despite the winter surge and 250 extra patients registering over the last 2 months..

b) DNA audit (“Did not Attend”)

The DNA's continue to grow month by month. This month there were 846 missed appointments. A large percentage of these DNA could be attributable to an identified small number of patients.

c) Staff Appointments / Changes

- Recruitment is underway. (2 staff members on long term sick leave, 1 resignation, 1 retirement.)
- Nicole is promoted to lead Nurse - congratulations
- Grace joins the reception team - Welcome

d) Electronic prescribing

From 18th February an additional service of Electronic prescribing will be available to all patients at the practice, including Bourne residents. Patients can obtain 6 months of prescribed medicine on a standard repeat prescription. There are two options:

1. A nominated Chemist is required for this service.
2. Patients can ‘Book On-line’ and ‘Pharmacy2You’ will arrange to have their medicines delivered via first class post within 24 hours. The Patient MUST give an address that the medicines can be delivered and be signed for.

The surgery is offering advice and explanations about the new service.

e) Patients Records Available on Line.

From 1st February patients at Hereward Group can have the option of viewing online their patient medical records as updated by the doctor. Initially the record will cover: Allergies, medications and Immunizations.

f) Practice Booklet

A new practice booklet has been printed and is available from reception.

6. Feedback from meetings attended - Barry Sadler

Nothing to report. A meeting for the South Lincolnshire PPG chair cluster group has been set for 26th March 2015.

7. Any Other business

- a) The minutes of meetings on the PPG page of the web site require updating. Barry will forward a copy of all the relevant meeting minutes to Sally who will upload.
- b) Leanne our new member has agreed to put together a PPG newsletter for circulation. Thankyou Leanne.

8. Next Meeting

The next meeting of the PPG will be 13th April 2015 at 6.15pm.