

**PRACTICE PATIENT PARTICIPATION GROUP (PPPG)**  
**MINUTES OF MEETING - Monday 5<sup>th</sup> March 2013**

Andrea chaired the meeting and opened by thanking everyone in attendance especially Gillian our newest member. We have had two resignations, Brian and Jane. Our best wishes to them both.

**MATTERS ARISING FROM PREVIOUS MEETING**

**Newsletters:** All help would be greatly appreciated with regards to input and quantity etc.

***Adrienne offered her help and will liaise with Debbie.***

Our **automated check in** system appears to be growing in use with many patients using this on arrival.

**Uptake of SystmOnline** (online appointment booking and prescription ordering) is increasing; if you yourself have not registered for this and would like to, please ask a receptionist for a SystmOnline registration form. Complete the form, bring along 2 identification documents, (one with a photograph, one with your home address) and a password and username will be issued to you. We also have Patient Partner, which enables you to ring for an appointment 24 hours a day. This is automated and instructions are given on how to use it throughout the call.

Also discussed **automated appointments**. It was mentioned that it does not seem to work in the evenings or weekends. ***Debbie will speak to our telephone provider to check this out along with comments that the 01925 599855 is not working properly.***

Debbie has again contacted the council regarding the spare plot of land at the front of Woolston surgery but as of the meeting she has had no response from them. This is not seen as a priority.

**MATTERS ARISING FROM THIS MEETING**

The National Association of Patent Practitioners (NAPP) is holding its annual conference on 8th June 2013 in Bristol. More local groups could be interesting. At this point a booklet was handed out giving information on how to set up a PPG. We used this ourselves at the beginning of the setup of our group. Thought it was good to revisit and 'get back to our roots' to see how we can improve on what we are doing. We are still looking for new members. ***Lynda to compile a leaflet for reception to ask for new members.***

Lynda has also been speaking to Fearnhead Surgery who are compiling a list of local surgeries who would be interested in having a 'joint get together' to discuss how each group works. This was early December and nothing has come of this.

The question has been asked 'Does the surgery have a nurse clinician/practitioner?' which in effect means a nurse who can prescribe. The answer is no we do not but we do have three nurses within the practice.

Patients are using mobile phones in the waiting room without being asked by staff to refrain from doing so. Mobile phones used to interfere with medical equipment but this is no longer the case and it was felt acceptable for patients to use their mobile phone in the waiting room for texting and email checking but it was not acceptable to carry out conversations within the waiting room and patients will be asked to take the call outside. ***Debbie to produce poster for reception areas.***

Another question raised was 'Does the surgery have a carers group?'

We do not have a carers group within the surgery but members are more than welcome to organise one themselves. 'WIRED' are based in Warrington which has a carers group and be contacted on [www.warrington.carers@wired.me.uk](mailto:www.warrington.carers@wired.me.uk). ***Debbie will try to get a guest speaker for our next meeting from a carers group.***

Various community services (including Child Health, the Out of Hours Service and the District Nurses) within Warrington are now live with the same computer system as us and enter data (strict access protocols apply), which is moving us forward with a view to 'one patient, one record'.

Dr Umnus has unfortunately left the surgery due to a serious medical condition and will be sorely missed. We have booked a few locum doctor sessions and a new doctor will be appointed.

### **ANY OTHER BUSINESS**

One of our members declared that she has a post within 5 Boroughs Partnership (mental health services) and aired concern if this causes a conflict of interest. This was not a problem.

Adrienne asked if we have a maintenance person who checks the building for any repairs that are required before they become a problem. We do have a handyman who does various jobs but he does not regularly check the building. ***This will be raised at the next GP partner meeting.***

The idea of being able to flag up a patient as a 'carer' or likewise on the computer system was raised. ***Debbie to speak to IT about this.***

The PCT changes to Clinical Commissioning Group on 1<sup>st</sup> April 2013. See below for a brief explanation of how this works.



The telephone system was discussed and the charges reiterated. The new system has allowed us to offer alternate methods for patients to book appointments including the automated appointments system, for which the practice has had many compliments. There have been several complaints also but these seem to be dwindling. Patients may choose to use the **01925 599855** number instead if they are not wishing to use the 0844 number.

0844 numbers cost up to five pence per minute at all times **from a BT landline**, some other networks charge more but usually it is still roughly around the 5p/minute. The rate remains the same no matter what time of day these numbers are called. These numbers are NOT classed as high call rate numbers. Mobile phone providers charge different rates therefore this needs to be discussed with the individual's provider.

Patients have reported a few problems when trying to use the automated system recently. Debbie has arranged a meeting with our provider to discuss possible solutions.

Pillows removed from consulting room couches due to infection control - should one be required please ask at reception or speak to the Doctor before your examination.

A 'falls service' is currently being run out of Woolston Clinic which is targeted at patients who are infirm and unstable. The Doctor can refer patients on for this if deemed appropriate.

A new support group has been organised called 'Fear of Cancer'. This group meets each Tuesday 7.00 pm – 9.00 pm at the new premises on Bath Street and all are welcome be it a sufferer from cancer, a carer, a parent, spouse, anyone at all who has dealt/dealing with cancer.

The meeting closed at 7.45pm

**DATE AND TIME OF NEXT MEETING**  
**Monday 1<sup>st</sup> July 2013 6.30pm Woolston Surgery**