

**Patient Participation Group Meeting
Monday 2nd December 2013
6.00pm Littleborough Group Practice**

Present:

Mr Peter Bamber	Chair	
Mrs Kelly Vines	Practice Manager	
Mrs Christine Armistead	PPG Member	
Mrs Louise Gilchrist	PPG Member	
Ms Cybil Murray	PPG Member	
Mrs Pamela Brazendale	PPG Member	
Mrs Denise Dawson	Secretary	

In Attendance:

Mrs Amy Williams	Heywood, Middleton and Rochdale Clinical Commissioning Group (HMRCCG), Locality Engagement Officer.	
Mrs Melinda Muldoon	HMRCCG	

Apologies:

Mrs Barbara Fitzsimmons	PPG Member	
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Agenda Item		Action
1	Introductions Chair welcomed everyone to the meeting and requested the group members to introduce themselves.	PB
2	Minutes of previous meeting Minutes of the last meeting 23 rd September 2013 where agreed.	KV/CA/PB/DD
3	Matter Arising	
3.1	Chair and Secretary Term of Office The group discussed the length of time that should be allocated for the term served by the Chair and secretary to the group. After a brief discussion it was agreed that both roles would run for 12 months.	ALL
3.2	PPG Terms of Reference Draft Terms of Reference (ToRs) were shared with the group. Following brief discussion members were asked to review and provide their comments for the next meeting.	PB/DD
3.3	PPG Code of Conduct and Values Draft Code of Conduct and Values were shared with the group. Following brief discussion members were asked to review and provide their comments for the next meeting.	PB/DD
3.4	New Telephone Number/System Kelly advised the group that she had now signed a new contract for the new telephone system. Stating that the plan was for the new number to go live at the end of January 2014. The new number would attract local call charges and would operate under the system that was currently in place. Kelly explained that it had been a long process to end the current 0844 telephone contract and had incurred some cost	

	<p>in ending the contract early, but she felt sure that patients would be pleased to move to the new number. Members of the group agreed it had been one of the most contentious issues for patients.</p>	KV
3.5	<p>Practice Staff – Apprentices</p> <p>Kelly reported that following the initial issues with abusive social media messages action had been taken by the practice to deal with the offending comments and hoped that there would be no further recurrence of this nature. Kelly stated that she was very pleased with the progress the apprentices were making. Kelly explained that both she and her Senior Receptionist were mentoring the apprentices and they were receiving customer care training ‘on the job’. The group had a discussion on the role and importance of customer care training.</p> <p>Louise asked what was meant by apprentices. – Kelly explained that they were young girls straight from school who were undertaking NVQ training and reiterated that they were progressing well.</p> <p>Cybil asked what number applied and if any boys applied. – Kelly reported that there had been an application and selection process and unfortunately no boys applied for the posts.</p> <p>Louise asked how the practice had advertised the roles. – Kelly stated that they had gone through Rochdale Training Centre.</p>	KV
4	<p>New Website/Online Services</p> <p>Kelly stated that the new website was up and running and she would very much like the PPG Members to assist in ensuring it was meeting the needs of patients and would welcome feedback from members. Kelly went on to explain that online services would be available and that NHS England required that patients are issued with a password to use when they log on – this was to ensure security of patient information. Practices would issue the passwords as patients logged on. Patients could book appointments and order repeat prescriptions.</p> <p>Louise stated that there were no appoints available on the website and asked if they would be made available – Kelly explained that they were now available as the system now ran on ‘real-time’. Kelly went on to clarify that the practice had 8,000 patients so providing appointments was a challenge and that each GP had 14 acute and 6 bookable appointments each day. This was a number that was considered clinically safe.</p> <p>Cybil stated that she also used the telephone automated booking system and found that useful.</p> <p>Louise replied that she felt to old website was better that the new</p>	

	one. And suggested that information should be provided to patients on how appointments can be booked.	KV
5	<p>Height of Reception Desks</p> <p>This work is still waiting to be completed; the works was on hold at present due to the Centre manager being on compassionate leave. Should this matter still be outstanding at the next meeting Peter suggested that the PPG could write to the appropriate organisation to expedite the matter.</p>	KV/PB
6	<p>GP Appointments, Practice Nurse Appointments and Did Not Attend (DNA) Data</p> <p>Problems with appointments had been covered under item 4. Kelly informed the group on the information that had been displayed in the reception area as per the previous meetings suggestion on the number of DNA's for appointments at the surgery. The group discussed the number and asked if patients could be fined for failure to attend as some Dentist Practice do – Kelly explained that GP's were not allowed to fine patients for failure to attend they did not have the same contact as Dentists some of whom are using this course of action. Kelly went on to explain that the practice plan to introduce text and email reminders in the future and would bring this to the group as the system develops.</p>	KV
7	<p>PPG Membership of the NAPP</p> <p>Peter said he would look at registering the group with NAPP for the next meeting.</p>	KV/PB
8	<p>Clinical Commissioning Group Patient Involvement</p> <p>Amy Williams introduced herself and Melinda to the group. Amy stated her Role with HMRCCG was Locality Engagement Lead (LEO) and Melinda washer support officer. Amy went on to explain the role of the CCG and its plans on ensuring patients involvement. Amy stated she had responsibility for working with 14 practices and she was there to support them in delivery of health and wellbeing targets for the residents of HMRCCG. Amy explained the CCG intended to establish a borough wide PPG which would have representatives from all surgeries across Heywood, Middleton and Rochdale.</p> <p>A discussion took place on the work being undertaken by the CCG and Amy said she would be happy to bring the commissioning plans to the next meeting to ensure the group had a chance to contribute if they so wished. Amy went on to explain that one of the plans currently under development is were she is working with Kelly and four other Practices in Littleborough to establish a Pilot Scheme for 12hour opening which would include Saturday and Sunday to improve access to GPs for patients. It was envisaged to Pilot Scheme would run for 6 months. The PPG Members said they would be interested to hear more on this Pilot Scheme at the next meeting.</p>	AW/KV
9	<p>Schedule of future meetings</p> <p>The group agreed that meetings would be Bi monthly on the first Monday in the month and start a little later to enable more members to attend. A schedule of meetings will be supplied at the next meeting on Monday 3dr February 2014 commencing at 6.45pm</p>	ALL/DD
10	Any Other Business	

	<p>Cybil raised the issue of requesting a home visit after the 10.30am cut off time. Cybil explained that she had personally experience difficulty with this arrangement. Kelly and Cybil discussed the issue raised and it was agreed that there had been a breakdown in communication from the surgery's aspect and Kelly would raise this as a training issue with all her staff to ensure they explain fully what arrangements will be put in place for a patient requiring a home visit who contacts the surgery after the 10.30am deadline.</p>	<p>KV</p>
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