



**Dr R Harding, Dr T Strefford,
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Appointments: Tel. 01606 544241, Emergencies/Home Visits: Tel 01606 544240, Fax. 01606 784529

PATIENT PARTICIPATION GROUP

**12th February 2019
Oakwood Medical Centre**

Minutes

1. Welcome and apologies

Apologies from Lynn Gibbon, Janette Harazny. The group welcomed Dr Singleton

2. Minutes from last meeting and updates/actions

Minutes were circulated and updates reviewed on the following:

- ✓ Appointments review – see practice update below.
- ✓ CQC report – this has now been published and is online
- ✓ TM – e-mail was sent around Christmas to confirm TM has retired. Is now at Willow Wood Practice in Winsford.
- ✓ Care Navigation – see practice update below
- ✓ Phones feedback – The group asked to see a 'we have asked you to contact us' button as well as a 'general enquiries' button. **LC and RS to action.** Feedback was that people were still be held in a queue for 13 minutes but that potentially not being told unless they were 1st/2nd/3rd in the queue. **LC will bring this up with the project group and feedback.**

3. Practice Update

• **Appointments Update:**

The retirement of a Partner and the review of the appointments has come at a time when other developments allow the practice to look at what to do overall with staffing. LC explained that the review is pulling information from various sources – IT, patient surveys, local community feedback and care communities level (below). Parts of the review have been completed but to ensure that all the information can inform the practice's development, the final report will not be ready until the end of February/start March. LC will circulate the report to the PPG and will put on a specific meeting to discuss all the data, as it is too large to go through in one meeting.

The group discussed online appointments and confirmed that they would not want to see more than 50% online as this would disadvantage those without a computer/access and those that did not want to access this online. LC confirmed that we are at 50% at present with no intention to go beyond this, but thanked for the clear feedback as this can be logged.

• **Care Navigation:**

RS and LC spoke to the group about Care Navigation and highlighted the board in reception. KJ asked whether there would be more information on the telephone lines about this to inform patients; LC

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confirmed that this would happen. KJ asked about adding this to the online bookings – LC confirmed this is coming via e-consult. We have little information about how this will look but it has been bought centrally and will be in place end of March 19 (hopefully). **LC to circulate to PPG any updates/trials of the system** . LC confirmed a script may be used by the staff to ask the questions. **LC will send this round to the PPG for review.**

- **Care Communities**

RS updated the group on Care Communities – working together as a group of local practices (Northwich) to serve the community needs. We already work well across the patch; this is a more formal route and will be built into the new contract for 2019/2020. There are working groups looking at developing what we offer in Northwich and the first part of this is asking our patients what they would like to see. LC will circulate this online questionnaire as soon as it is out, and all patients will be asked to give feedback. The data can be accessed by the practice and will be available for the PPG to view.

4. **PPG Update**

Action plan update was postponed until next meeting due to time constraints.

5. **AOB**

Online system – issues with new updates

Some of the group have experienced issues with the new updates to EMIS Patient Access. LC asked the group if anyone has experienced this. No further comments, however LC has reported the initial issue. PPG to feedback any changes or issues to LC.

Repeat Dispensing – KJ

KJ asked RS about repeat dispensing being offered to more patients as a way to reduce workload on the practice staff and allow patients to order 6 months at a time. RS explained the repeat dispensing system and agreed this could be offered to more patients; RS and LC to bring to next practice meeting for all GPs to be aware of.

Screens – KJ

KJ asked if it was possible to use the check-in screens and/or the screens in the foyer to advertise our website – scrolling through when they are not in use. The group discussed this as a good idea and suggested moving the tablet in the foyer to the main reception area. LC to discuss this with the Alliance who provide the screens.

New contract 2019/2020 – LC

LC advised would go through the new contract as a summary next meeting for the group as it links into many areas we are working on.