**PATIENT PARTICIPATION GROUP**

MEETING HELD at MANOR PARK MEDICAL PRACTICE

Thursday 8th August 2019 - 1pm

Minutes taken by Tripat Badiani

Chairperson: Mrs A Winfield

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| Attendees | Becky Powell (BP), Ann Winfield (AW), Hasu Tanna (HT), Tripat Badiani (TB), Suresh Karia (SK) |
| Apologies | Elizabeth Mackness, Chandrika Dawda |
| Approval of minutes | Minutes of Thursday 11th April 2019 were signed and agreed.No matters arising |
| ETP – Nomination of Pharmacy | The practice will be moving towards getting all patients to sign up to a nominated pharmacy of their choice so prescriptions can be sent electronically.TB – Enquired how patients will be informed of this facility?BP – Posters, message on prescriptions, promotion within the surgery, website etc.SK – suggested to be incorporated into telephone message |
| Patients ordering own medication | County CCG have already stopped pharmacies ordering medication on the patients behalf – this will also be rolled out shortly by the City CCG and therefore patients will be responsible for ordering their own medications. |
| Dossett Boxes – 7 day prescribing | The practice is no longer issuing prescriptions for 7 day prescribing for dossett boxes unless there has been a social services referral. They will issue one script for the normal 28 day supply and then pharmacies will issue the dossett accordingly. There is currently around 280 patients using dossett boxes.  |
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| Online ServicesHUBS -  | The practice is promoting the use of on-line services for appointments, prescriptions and access to records.The NHS App – registration process through the App and need to upload photo. Gives access to NHS 111 online.Practice has to offer 25% of its appointments online – but has concerns over wastage of appointments if patients book for bloods and has not been requested by a clinician.TB&SK – suggested adding a line for on-line to state that blood tests/nurses appointments cannot be made unless a GP has requested it.NHS 111 service can directly book at the surgery (5 appointments allocated per day)Saffron Hub has changed address from 612 to 509 Saffron Lane, Leicester.As of 1st August patients can no longer book into the hubs it has to be done through the GP practice, who has direct access into the HUBS booking system. NHS 111 can also book directly into the HUBS.Patients need to ring the surgery if they need to cancel their HUB appointment. |
| Appointment system | These are a combination of On-line appointments, emergency on the day, pre-bookable, telephone consultations, NHS 111 slots.S.K – How are telephone consultations allocated?Each GP has 10 telephone consultations a day.Appointment rotas are now put on up to 4-6 weeks in advance where possible, but have noticed an increase in the DNA rates again |
| Primary Care Networks - PCN | A list of the PCN’s was given to the members and that we are part of the Millennium PCN.The future of Extended Hours was discussed and confirmed at the moment the practice was currently providing alternate sites Saturdays 8am-12noon possibly until end of October, Until the PCN’s decide how to run this service.PCN’s will be employing clinical pharmacists and Social Prescribers to work amongst their PCN practices. |
| Advanced Nurse Practitioner & Clinical Pharmacist, Bank Nurses | We are looking to employ an additional ANP for Parker Drive and now have an additional clinical pharmacist in post after our successful application through the NHS Pharmacist scheme.We currently have two bank practice nurses working in the practice to cover a period of nurse leave. |
| CQC Registered Manager | The Registered manager for the practice is now Dr Sinha |
| Telephone System | New telephone system at both sites – with call queuing announcement – has been set for 10 calls to come into the queue, with on hold announcements after 45 mins of waiting caller will be told busy and to try again later. |
| Patient Participation Group - PPG | There may have been a problem with the last text message sent to the group for this meeting as some had a wrong date and some didn’t receive.Discussions took place on attendance, new members, re-elections of chairman, vice and secretary, having a virtual group and making it more of a proactive group.Use of emails to communicate and to set agenda items, the use of What’s App, setting dates for the whole year not at each meeting.Next step – BP to contact the patients on the waiting list to come and have an informal chat at the surgery with some of the PPG members to see if we can recruit some new members.Then to look at holding a separate meeting for new members to meet the group – (coffee morning) |
| A.O.B | TB- Is there a way of monitoring how many patients are using the weight machine before their appointments? To be discussed further |
| Meeting endedDate of Next Meeting | 2.15pmTBC |

Minutes approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_

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Second: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_