

# Jenner Patient Participation Group



## Minutes of Patient Participation Group Meeting

**9 March 2016 at 19:00 at the Jenner Health Centre**

**Present:** Gary Stewart (chairman), Jan Sharman (secretary), Graham Moores, Annette Glazier, John Dunham, Carole Turner, Judith Pole, John King, William Old, Sheila White, Vera Smith, Katy Snaith and Denise Green.

- 1. Apologies:** Marian Dunham (treasurer), Pat Butcher, Jayne Gann and Bruce Bonar
- 2. Welcome and Introductions:** Gary introduced Katy to those who were not present at the last meeting. He also explained that item 6 would be taken first as Denise wanted to leave promptly. (see item 6 for her report)
- 3. Minutes of January meeting and matters arising.** There were no matters arising.
- 4. PPG Committee**

- **PPG Account Update:** accounts were as at the last meeting.
- **Gary Stewart – Feedback from Patient Forum.** Gary explained that the Forum meeting had been put back to next week so there was no feedback. There is a Health Watch AGM scheduled to take place on 24 March to which members could attend but there was no interest in doing so from those present nor was there any interest in the meeting of NHS Fit for Practice meeting on 14 March. Graham explained that he receives information from Health Watch and would forward it to Jan who could circulate it at her discretion. Gary went on to say that at the last Forum meeting there was a presentation by the leader of the Medicines Management Team. He had talked about the need to restrict certain medicines from prescribing that were easily available over-the-counter. Aspirin, paracetamol and cough medicines were mentioned. Jan said that many of these were already 'black listed' so would be interested to see what further restrictions were likely. There was discussion about the problems associated with restricting drugs such as paracetamol from prescription since these are only available in packs of up to 32 and with many patients taking up to 8 a day, this would lead to difficulties. Gary said a document listing what would be restricted was imminent.

- 5. News from the Practice.** Katy provided news from the Practice. An advanced nurse practitioner (Anna Ward) has been recruited to help fill the void left by the reduced hours from Dr Anderson. A room has been created for her next to Dr Brown's surgery. She will be responsible for conducting nursing home visits early in the day. These are presently carried out later in the afternoon. It is also envisaged that she will possibly do home visits are medication reviews. The post has been largely funded from the Prime

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Minister's Challenge Fund (PMCF).

Painting, decorating and re-carpeting of various areas of the surgery is progressing. The Friends and Family Test feedback is positive with all those who responded happy to recommend the practice to family or friends. There had been no forms completed during the month of January which was a little curious.

Katy was asked to explain why the practice website appeared to be out of date much of the time. She said that part of the problem was that it was down to a third party to make changes leading to delays in updating information.

In the absence of one of the doctors to update on the progress of the PMCF, Katy said that the presence of a GP at A&E had relieved them of up to 80 patients over a weekend and GP's had also helped to cover during the junior doctors strikes. Katy's role had been to co-ordinate calling in GP's across Peterborough to cover the gaps. There is up to 2 to 4 hours wait to see the GP against 4 -5 hours to be seen by the A&E team. Funding for the project has been extended to the end of October when the CCG will have to decide if they will carry on the funding for the project.

- 6. Patient on line, Patient Record. (Mrs D. Green).** Denise gave her presentation at the beginning of the meeting. This was an update from the previous PPG meeting talking about what facilities are available to patients on line. At present this is ordering repeat prescriptions and making appointments. The next phase was to make certain aspects of the patient's record available to view on line. Since the last meeting, work had progressed to ensure correct procedures and safeguards were in place to enable patients to be given their information. Patients will be required to complete an application form (members were give copies to comment on) which will be considered by clinicians before any information is released to them. It could be that it is deemed unsuitable for viewing in which case the patient will be given an explanation by the clinician. The patient will be responsible for the security of the information released to them. The form will just be for patients wanting to see their record. A different system is in place for those wanting only to book appointments and order repeat prescriptions. Denise said there was still work to be done but this was progressing.

Katy said that a number of drop in sessions are planned to give patients training in the use of the system. It was suggested that the PPG could combine these with pop-up coffee shop sessions.

- 7. Patient Feedback, summary.** See item 5 above
- 8. Future Events.** Possibly pop-up coffee shops when weather improves.
- 9. AOB.** Next meeting in May would be the AGM and it was suggested that a member of the Cambridgeshire and Peterborough Sustainability and Transformation Programme should be asked to speak at the event. Gary would give Jan the contact details.

**Next Meeting: AGM to be held on 11 May at 1900 (provisional)**