



PPG Meeting 24/09/2018

All those attended (Names not noted) : Graeme Johnston Chair

From the Swan Practice - Dr Alison Banks, Emma Hughes, Jennifer Laws.

Apologies : Julie Anderson, Debbie Ratu, Fiona Walker, Kay Bradley, Carol Penny, Sarah North, Margaret Dean, Stephen Long, Morva Bonthorne

1. Welcome to all and introductions

Graeme recorded his appreciation of all the work that the Secretary Hilary Osgerby had done since the setting up of the PPG. The group agreed wholeheartedly and felt she would be a hard act to follow.

A new secretary is need from the group - please talk to Graeme Johnston

The last minutes were approved with no matters arising.

2. Guest Speakers - National Institute of Health Research

Two research nurses (Diane and Vincent) came along to introduce their work to the PPG. They will be asking some patients to participate in research; this may include a home visit, an appointment with them at the surgery or some patients being visited at residential homes. Patient are selected on strict criteria. This information collected from patients is anonymised and the research is used for studies into various healthcare conditions or life style choices such as smoking and smoking cessation. There are four studies running at the present time MASC, OPTIMISE, PIONEER AND STARR 2

Studies could include blood tests, questionnaires or completing online information. These studies are written up upon completion and you usually will get feedback or be directed to written up papers if interested in results. Medicas, our local GP federation (Swan, Norden House, Wing and Whitchurch) has played a role in carrying out studies to benefit from working at scale.

3. Team Updates - Emma Hughes

- Clinical Team
 - o Dr McPherson and Dr Kruse are new GP's both working two days per week.
 - o Consultant Pharmacist, Satinder, has joined us- she will be reviewing complex patients with regards to optimizing medication.
 - o Nurses - Emma Reid has had a new baby. There is a new phlebotomist and Vicky a new practice nurse who has just graduated with a first class honour s degree. Emma Forbes - has joined the team as a new nurse administrator

- o We have two new paramedics joining us as Minor Illness Practitioners - this will allow our practice nurses to see more patients for chronic disease management. The new Paramedics will work in the Same Day Service and will be making home visits for patients unable to attend the surgery and will also carry out minor illness clinics.
- o Flu clinics - these are now planned for 29th September and 3rd November. The surgery would prefer patients to use these.
- Dispensary - Electronic Prescribing update - this is not planned to be implemented until at least mid 2019. Emma Cox to return to us following maternity leave next week.
- IT update - AskNHS Patient App. We are in the final stages of testing, and will be asking for live testing from patients soon.
- NHS111 Direct Booking

In addition to the app we are also working with the NHS111 service to integrate our systems so that, following their triage process, when a GP appointment is required, they will be able to book it directly in our system. We have completed a successful technical test and hope to have it live in the next couple of months.

4. Patient Access Stats

Name	Population Count	%
 Patients with a Patient Facing Services Account Status	13877	46%
 PFS Manage Appointments	9115	30%
 PFS Request Repeat Prescription	8362	28%
 PFS Send Secure Messages	8442	28%
 PFS Update Contact Details	8247	27%
 PFS View Care Record	8302	27%

Accounts

13877 accounts issued but not necessarily activated

Prescriptions

23,946 prescriptions requests processed via Patient Access, last 12 months

Appointments

3905 appointments booked on line last 12 months 3561 in 2017

5. Records Hub

Records Access Sub Team (RAST) - part of the Information Team.

The Rast team deals with all requests for medical records, this could be from insurance companies, patients, social services etc.

They work to the new GDPR (General Data Protection Regulation) regulations to data protection.

The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU).

6. AOB

1. Have we replaced Dr R Pryse and Dr J Pryse? Dr Banks explained that we have 2 new GPs but we also have 2 GPs on maternity leave
2. Progress on Lace Hill - Dr Banks - nothing to report
3. Is there any value in having "Mystery Shoppers" to see if we can offer ideas and solutions to problems with servicing patients? Reply from Alison Banks, "yes as long as it's constructive" Could be beneficial to remind frontline staff to be helpful and welcoming to every patient request or question.

7. Next meeting 21st November, 7.00pm, The Centre