

ROTHWELL & DESBOROUGH HEALTHCARE GROUP

Patient Participation Group – Minutes

Meeting Date: 30/10/2019

Start time: 1pm

Finish time:2.15pm

Desborough Surgery

Attending	Apologies
RDHG - FL PPG - DT PPG - JT PPG - LCS PPG - MJ PPG - SM PPG - AT RDHG GP – DH AS – RDHG Pharmacist	RDHG - NW PPG - JHC

Agenda Item	Discussions, comments and actions	Action by
1	Welcome, Introductions and apologies NW sends apologies on A/L this week DH will be attending meeting – will come in asap AS - introduced herself as the recently appointed pharmacist across RDHG and Great Oakley Surgery. She will be available for Medication reviews and medication queries. PPG members asked for clarification and an update on the prescription changes. FL advised the surgery now uses electronic prescribing, that is, prescriptions can be sent electronically from the surgery to pharmacies. Unless exempt, patients now have to contact the surgery for repeat medication.	
2	Update on Previous Minutes FL advised from outstanding minutes: <ul style="list-style-type: none"> - Following working group we are still waiting for input from partners 	

	<p>as to how they would like to progress with Northamptonshire Sport initiatives and ideas from the working group.</p> <ul style="list-style-type: none"> - KBC did send some promotional materials to FL regarding the activities available. Where possible FL has distributed these. Asking for more but not getting anything back from KBC. <p>JT advised that she has asked for KBC to add the local walks back onto their agenda as they are not happening anymore. Will keep us updated.</p>	
3	Chair, Secretary and vice Chair nominations	
	<p>Review of chair, vice chair and other positions within the group are due for review in November.</p> <p>DT stated if nobody else wanted to take the role on he was happy to continue. FL to send information to all patient members so that they can look at the roles.</p> <p>Members to advise FL if they would like to be considered for roles.</p> <p>FL advised that the advice given from NAPP is that where possible the chair should be a member of the PPG.</p> <p>FL will then put to a vote of members.</p> <p>DT advised that he needed to declare he has joined the Health Watch Board and is now on the board for NGH and the Urgent care centres as part of the care planning group.</p>	<p>FL</p> <p>ALL</p> <p>FL</p>
4	RDHG Website upgrade	
	<p>DH – RDHG are updating the website and require PPG input. Website needs to offer on-line triage tool from April 2020 as part of the new contract. On-line triage tools are for non-urgent complaints. RDHG will continue to use My Surgery Website, who currently provide the surgery website.</p> <p>The question the practice would put to the PPG is “What do you want out of a website?”</p> <p>General consensus was that it should be easy to use.</p> <p>Query was asked as to what people look at most and what people use the website for most currently. DH advised that due to the limitations of the site and what access we have to information we have we don’t have that. FL will ask during meeting with developers if we can have this in future.</p> <p>Other initial thoughts from the group were:</p> <ul style="list-style-type: none"> - Better headings - Clearer information - Information more relevant to population - Information on extended access should be more easily accessible 	<p>FL</p>

	<p>DT suggested a subgroup of members could review current website and feedback ideas. Members agreed.</p> <p>DH advised that we are speaking to the developers in two weeks so would be good to have feedback by then.</p> <p>3 members will form part of subgroup and feedback to FL via email. MJ to arrange</p> <p>FL to ask if there is any capability on the site to run test sites rather than running on live site.</p>	<p>MJ</p> <p>FL</p>
5	Update from PPG members on CCG meeting	
	<p>Following meeting with the CCG, DT and SM met with the PPG chair from Great Oakley. They have a very proactive PPG and wanted to know if we would be happy for the chair to visit us and give us an insight as to what they do. DH/FL agreed would be a good idea. Likewise we would be happy to go to them.</p> <p>DT/SM to advise FL of contact and FL will see if we can arrange this for next meeting.</p>	DH/SM/FL
6	How best to promote changes to annual monitoring	
	<p>DH advised that the annual monitoring process has changed for patients on chronic disease registers. Patients will be invited during their birthday month to attend for an annual monitoring review and are sent a reminder after 6 weeks. Patients will have 10 weeks from their initial invite to attend the surgery for their annual monitoring. If patients do not attend, then their prescription length may be reduced to 14 days length. It will be the patient's responsibility to ensure that they have all the relevant appointments and inform the surgery when they have had everything completed.</p> <p>This change has been made to improve the health of the population who have a chronic disease and aims to reduce the risk of complications with improved disease management.</p> <p>We have trialled this for about 3 weeks with generally positive feedback and an already increased uptake.</p> <p>All pharmacists have been advised of changes and will be sent information and posters, posters will be put up in surgery and information added to website.</p> <p>General discussion around how many patients this will affect and what this change means for practice and patients.</p> <p>Formal change will be as of 1st November 2019.</p> <p>PPG members agreed this is a positive change.</p> <p>Suggestion that posters stating 1 of X people do not attend their annual</p>	

	reviews, are you that person?	
7	Any other business	
	<p>DT asked for update on refurbishment – DH/FL advised that plans were ongoing and being coordinated by NW.</p> <p>Practice staff are aware that PPG are there to help, and if we need any advice or input from them, we will contact members in due course.</p> <p>DT advised that he had made a suggestion to the CCG and NHS England that it might be good for birthday cards to be sent to patients at target ages so that we can invite them for health checks etc. Would also mean the lonely and vulnerable get a card.</p> <p>DH agreed that this is a positive idea but, requires instruction from the CCG and NHSE. There are several schemes running to contact the elderly/vulnerable patients (CCT, LD reviews), invites for vaccinations are sent by the HA and patients are invited for a health check when they turn 40.</p> <p>General discussion regarding complaints within the practice and what information the PPG could have. DH advised of the practice complaints review system and confidentiality. Practice complaints have increased, but we have made the complaints process easier so we can have more feedback on our performance.</p> <p>DT suggested that PPG could be used as intermediaries between patients and the practice if, a patient was unhappy with a complaint response and wished to progress their complaint. DH advised that all complaints to RDHG receive a written response. Included in the response are the contact details for the parliamentary ombudsman to whom the complaint can be escalated if the complainant wishes.</p> <p>FL will review with lead complaints partner what information can be provided to the PPG.</p> <p>General discussion as to what role PPG should have in complaints. FL will speak to partners and NW as to what the PPG remit it.</p>	<p>FL</p> <p>FL</p>
8	Next Meeting	
	Next official PPG meeting will be in new year. FL will send out invites.	FL