

Patient Participation Group Meeting
Wednesday 13th April 2016

1. Welcome

Stella, Chris, Leslie, Louise, Christine H, Jim, Pauline, Carolyn, +Medical Student Michael

2. Apologies

Christine P

3. Minutes of Last Meeting

a) Recruiting Additional Members for PPG. Recruitment letters are still pending letters will be sent out to a selection of patients asap

b) Medicines Management Team. As discussed at the previous meeting Stella has contacted the Medicines Management Team to organise a visit to one of our PPG meeting. Helen Gregory from the Medicines Management Team will be visiting our PPG on Wednesday 6th July 2016 (our next meeting) to do a brief presentation followed by a discussion regarding patient medications. Examples may include the use of antibiotics and ordering repeat items of medication when they are not needed.

4. Matters Arising

a) Action Plan for 2015/16 Survey. An action plan is no longer a mandatory requirement for practices to complete. However, the practice has decided they will continue to have one to accompany the survey results. Some of the points raised have already been addressed / actioned. For example the results showed that a number of people were not aware of the practices extended hours, the online appointment and online ordering services, despite posters on display in the waiting rooms of each site. These items have now been placed in the Practice Newsletter as permanent pieces to increase awareness about these services. A copy of the 2015/16 survey will be emailed out to PPG members for them to review. **Any items requiring action will need to be brought to Stella or Chris' attention by Friday 29th April 2016.** These will then be added to the current action plan.

b) Online Services. As of Thursday 31st March 2016, the practice is now offering patients the ability to view their medical record (read coded only) online. This is now a contractual requirement that all practices must offer patients. The application forms which now require completion were shown to the PPG and an explanation was given. When new patients come to register for this online service they must now complete the selected forms even if they only wish to order prescriptions and make appointments online. This will take approx. 7 days for the practice to authorise these services. If patients wish to view their medical record online they must view the selected leaflet and complete the application forms required, these are then processed by the admin staff once the GP has granted or denied access. This will take approx. 28 days for the practice to authorise this service. It was also noted that patients will only be see their coded record from the date they requested to view their record online, onwards.

c) Monitor for Reception. The practice has received information from our Care Commissioning Group (CCG) that funding has been put in place allowing the practices in the area to have an information monitor fitted in to the waiting rooms, this will show any current health related information as well as health related videos also. There may also be an option available to use the monitor as a tanyo system to call patients through to their appointments. A date has not been set for the monitors to be installed but this will be in the near future. This has been made possible thanks to the Patient Networking Group (PNG). The PNG is a group of PPG's who meet bimonthly and discuss issues that have been brought to their attention by other members of their PPG. They have been working for the past year to get this funding but in place, contacting the relevant people and making additional suggestions throughout the process.

d) Funding for Disabled Toilet, Floor Covering & Car Park. Stella has applied to the CCG for a grant to allow us to conduct some maintenance / improvement work on the practice building at the Renishaw Surgery. If the grant is accepted improvements will be made to the Disabled toilet located in the entrance to the building and all the remaining carpeted areas in the building will be replaced by lino (to meet new guidelines). Providing that the grant is large enough, the practice was also looking at clearing the landscaped area to the left of the building and extending the car park (this would also be an action for the survey action plan as a number of patients have mentioned the parking for a number of years). Please note, we are unable to apply for funding for the Eckington Surgery as we rent the rooms in the building from Derbyshire Community Health Service (DCHS) who are the owners of Eckington Health Centre.

e) Summer PPG Newsletter. It has been decided by the PPG that amendments would be beneficial to the PPG Newsletter. These include the following; Amending the 'Emmett Carr Surgery PPG Newsletter' replacing it with 'Patient Newsletter' along with 'Dr H R McMurray & Dr M Kurian' with the site name to the side of this e.g. Eckington Surgery / Renishaw Surgery. On the front page underneath the above there will be a brief explanation as to what a PPG is and what we do as well as the dates for up-and-coming meetings and where to find additional information on the PPG.

f) Patient Practice Survey 2016. Draft copies of the 2016/2017 Patient Practice Survey were handed out to PPG members to look over. **If any amendments are required to the survey will need to be brought to Stella or Chris' attention by Friday 29th April 2016.** The survey will then be amended before being made available for patients to complete the survey from May 2016 to February 2017. By extending the window for responses by 4 months we are hoping to see a significant increase in the number of surveys completed allowing the practice to gain a clearer picture on the practices efficiency and if any improvements need to be made.

5. Any Other Business

a) Publication of GP Earnings. A brief discussion regarding the new guideline that GP earnings need to be published for patients to see was explained. The GP's mean earnings were published on the practice website as required. The notice on our website reads as below....

Website Disclosure

All GP practices are required to declare the mean earnings (e.g. Average pay) for GP's working to deliver NHS services to patients at each practice. The average pay for GP's working in Emmett Carr Surgery in the last financial year was £47,413 before tax and national insurance. This is for 2 full time

GP's who worked in the practice for more than six months.

6. Time and Dates of Future Meetings

Wednesday 6th July 2016, 1pm at Renishaw Surgery

Wednesday 26th October 2016, 1pm at Renishaw Surgery