

Salisbury House Surgery Patient Participation Group Notes of meeting held on 16th March 2015

Present: Monica Howlett - PPG Chairperson
Ian Reynolds
Phil Taylor
Mike Barham
Peter Albertella
Lewis Emmett
Deborah Billinghamurst
Amy Huxtable-Reid- Salisbury House
Zadie Hartwig – Practice Manager

Apologies: Tom Dudney, Eva Jones

SHS = Salisbury House Surgery
PPG = Patient Participation Group
LBPPGN = Leighton Buzzard Patient Participation Group Network
BCCG = Bedfordshire Clinical Commissioning Group
LBCB = Leighton Buzzard Clinical Board (Previously LHDG)
L&D = Luton and Dunstable
OOH = Out of Hours
PEF = Public Engagement Forum

These are notes rather than verbatim of the meeting.

1. Welcome

- Monica introduced Deborah Billinghamurst, who was interested in joining the PPG and introduced the existing members. Members welcomed Deborah.
- Monica outlined that she had been contacted by Eva and Tom with regards to their membership to the group. Eva felt she needed to resign to allow her time to deal with her personal situation following a recent bereavement. Tom had tended his resignation as well, he felt he did not have the time to the meetings due to his other volunteering commitments.
- Ian added that he had not heard anything further from Rhianna Leaman who had previously expressed an interest in joining the group.

2. Matters Arising

- **GP Input:** Lack of GP attendance was noted and the Group agreed that this would hopefully be resolved with recruitment.
- **PPG on the SHS website:** Monica noted that no one had managed to collate and send 12 months of minutes and the new Terms of Reference to Sally at Salisbury House be added to the websites.
- **Survey Results:** Monica had asked the volunteer who had collated the survey data if he would be able to produce graphs of the results to help them to be received when added to the public. Phil offered to do this for the group.
- **Systemone Texts:** Zadie explained that the issue of the SMS service funding being revoked was going to be discussed at the Practice Manager's meeting with all the LB Practice managers in attendance. Zadie also explained that she had been in talks with TPP (Systemone supplier) about the patient results being made available through

the patients own Systmone log in. She wanted to clarify details about how this met with Information Governance guidelines.

- Mike asked whether the Zadie had started the Appointment Audit yet. She confirmed tha she had started and was currently looking at the appointment timings.

Action: Amy to get copy of terms of reference and 12 months of minutes on to PPG section of SHS website.

Phil to produce visual aids in the form of graphs of the recent survey results.

3. LBPPGN meeting on 16th Feb. Monica and Phil attended.

- Monica was able to attend.
- Monica explained that the majority of the meeting was on the work topic of 'Care of older vulnerable people'. She explained that she stood by the groups feelings that this work topic was one SHS PPG had reservations about.
- As part of the work topic the LBPPGN where going to invite a speaker on the topic of the Demonstration Project. This project aims to to provide a central hub to call on to help navigate vulnerable elderly people through the system. Which is trailing in another surgery. The key improvement this project hopes to achieve is to keep people in their homes more.
- Monica had been asked to go back to her PPG group to ask if they had any ideas how this Elderly and Vulnerable people can be helped. Discussions within the group around what scope does this title cover. It was agreed that SHSPPG would return to the LBPPGN asking for outlines on clear objectives and clear problems that have been highlighted to help answer their questions.
- Deborah and Ian asked how many over 75 year olds were at the practise that fell under the vulnerable category so the PPG could see what kind of percentage of the patient population this affected. Zadie said that information was easy to obtain and she would run this report and pass it to the group.

4. GP input

- No Doctor attended the meeting.

5. Practise Manager Input

- Zadie shared news of a new GP partner Dr Vogwell from Aylesbury was due to start at the practise in the 2nd week in August. SHS also had a new member of reception staff scheduled to start on 14th April, with a second member yet to confirm.

7. Any Other Business

- **Free training:** Monica gave a heads up on an email she was going to send to members. It was about free training for Adult Carers. Email requires some 'decoding' as it has been forwarded between lots of people before arriving with Monica.
- **Repeat prescriptions:** Peter raised the issue that repeat prescriptions that require a review from the doctor can not be done due to the lack of doctors appointments. Amy took time to explain the change in policy with regards to reissuing repeat medication. Now when a repeat prescription review is needed patients need to contact the surgery. Sue/Kim in prescriptions will look at your record and based on the medication will let the patient know if they require a BP check, Blood Test or need to see a doctor in order to get medication reissued. If a doctors appointment is required patients should have one made available in order to do this.

- **Prescriptions 28 days:** Monica brought up the change in SHS policy when issuing prescriptions where no prescriptions can be issued with more than 28 days worth of medication on it. She understood that this was a BCCG policy not SHS but was concerned about the extra work that this caused for SHS staff. Zadie took time to explain that the workload for the staff had doubled but the policy is aimed to prevent wastage and is considered good practise for medical professionals. She also explained prescriptions can be post dated for holidays.
- **BP machine:** Lew had recently used the BP machine available to patients in Reception. Though the reading accurate the date on the slip was 1 year ahead.
- **SHS website:** Mike mentioned that there was still items on the SHS website that were out of date. He agreed to pass these to Zadie to be updated.
- **PPG helping SHS:** Some discussion around how the Group works and what practically can the Group do to assist the surgery. It was agreed:
 - a) Carry out Annual Survey
 - b) Monica suggested members could assist with increasing the online usage. It was agreed this could not be started until appointment availability had been increased. Discussions over the procedures for getting patients online user details, concluded that this needed to be confirmed at the practise
 - c) Monica asked all members to consider this question and to bring any further suggestions of how the Group might help to the next meeting

Action: *Monica to send out email to members re Adult carer courses.*

Zadie to confirm the SHS procedure for providing online user details and if they can be posted.

Zadie ask staff if there was anything the PPG could do to help.

All members to bring any further suggestions of how the Group might help SHS to the next meeting.

**Next meeting on Monday 27th April 2015
from 6pm
at Salisbury House Surgery**