

“Together with the Practice, striving for excellence”



## Patient Participation Group

Wednesday 27<sup>th</sup> March 2019

6.30pm – 20.00pm

Health Education Room – Ampthill Health Centre

### Minutes of meeting

**Present:** Ted, Joan, Nicky, Brian, Jeremy.

**Surgery Staff:** Dawn.

1. Welcome/Introductions/Apologies.
  - Introductions. Liz Sample, Marie.
  - Apologies. Karen, Caroline, Elizabeth, Ann, Colin, John, Bryan. Graham has resigned from the group due to moving house.
2. Liz Sample (Primary Care Implementation & Utilisation Lead).
  - NHS App. Liz explained the app was currently for smart phones & tablets, there will be soon a version for desktops. Liz went through a presentation of the various functions that could currently be used, you would need to create a login after loading the app and this could be done by a couple of methods using passport photo and facial recognition process, you could also use login info provided by your surgery.  
The functions of the app would allow you to book/cancel appointments, order repeat medication view your medical record, symptom checker, 111 online.
  - Questions. Liz to send link of demo. Clarification of summary care record a detailed coded record, no messaging service, this could be a future development. Tool kit, & promotional material. Help desk still awaiting a response to query raised. The NHP app is expected to replace most of the local apps.
3. Minutes of Last Meeting 16<sup>th</sup> January 2019 (Actions).

**Action 02170517** All Suggestions/ideas for fund raising. ALL

**Action 01280917.** Lack of information on progress of TOR (LPPG). TED. Still no outcome.

**Action 0703201801.** Patient representation of IT Problems. Ted. No further progress, CCG do not seem interested. Issues to be reported to practice manager.

**Action 16011901** Guide to the perplexed. Jeremy. - What subjects would the PPG like to see, Jeremy to provide ideas to the group. Including how often we would publish. Can we get revenue from it?

**Staff bake off,** Kathy has come up with a suggestion where maybe we could provide help cakes etc.

4. PPG Bank Account. Ted. No changes to current balance
5. Surgery Update. Dawn
  - **Staff update.** – Chirag left on Friday 22<sup>nd</sup> March. Aarti Shah returns to the practice as his replacement on Monday 1<sup>st</sup> April. Aarti will be working 24hrs per week, Monday to Thursday, can do prescribing. Dr Ifould has successful adopted and is on Adoption leave until November.
  - **Footfall** – Live as of today.
  - **Mjog** – Consent message sent at the weekend. Aiming to go live from 1<sup>st</sup> April, however Mjog has in error switch on the practice on so reminder messages did go out. This has now been fixed. From Monday appointment reminders will go out a week also a day before. If a phone is switched off the message will expire after 3 hours and not be delivered if the phone is not switched on in this timeframe. Going to be proactive in getting mobile numbers.
  - **Primary Care Network (PCN)** - From April 2019 (as part of the NHS Long Term Plan), individual GP practices will need to establish/or join a Primary Care Network covering populations of between 30,000 to 50,000. WMB population is 72,000 so we need to look into how we are going to do this. Discussions have taken place about two PCN's. New funding will be made available over the five years to employ new staff. The first year Pharmacists 70% funded and Social Prescribers 100% funded. Documentation needs to be submitted by 15<sup>th</sup> May with the member's names, list size, agreement and named Clinical Director. A lot of work to be done. First thoughts is a limited company with shares. Social prescribing. New money is coming into this model. Concern was expressed by the group as to the real benefits to patients and it seems if we don't join we don't get the money this sounds like bribery.
  - **Did Not Attend (DNA).** – Hoping Mjog will reduce number of DNA's
 

Jan-19	120	1764
Feb-19	120	1604
6.
  - **Patient suggestion box.** -2<sup>nd</sup> TV display screen. This will not be funded by the CCG so will cost £1,500 (not including power or data). Practice currently does not feel that it is a priority. PPG might want to obtain more patients views through a survey and this might be a fund raising if the PPG and patients felt this was necessary. **PPG response was to suggest we look into a swivel TV bracket.** Dawn will talk to techies as a hard drive is attached to the rear of the TV.  
**Action 01270319 Dawn to talk to ITS group.**
7. **Action 01170517 Jack & Jill Nursery relocation**/Ampthill Day Care Centre and surrounding area. Ted/Dawn. Dawn, Ted and Caroline from Oliver Street attended the CBC meeting. Where it was proposed that the Houghton Lodge site will be an over 55 housing development. An outline plan is being developed now on that basis and will be submitted to planning in June/July. Baptist Church, Ampthill are very interested in the site particular where the day centre currently is for a new Church as they are out of - space. They will also be moving this forward very quickly.

The hub SOC is currently being reviewed. The final documents signed off to share early April. Therefore NHS England/CCG are not in a position to meet these timeframes regarding a Health Hub. We (local practices) have raised concerns to the

CCG about parking as the development will mean reduced car parking as Jack and Jill facility will be utilised. CCG are going to speak to CBC to see if we can negotiate on this. We are also concerned about the restrictions to the road when building work is undertaken.

**Action 02270319** - PPG response – patient survey to obtain if patients drove to the surgery and distance.

We need the 3 practices to put a joint plan together including support of the CCG.

Encourage patients to walk to practice where possible.

8. BLMK (STP) Update Ted. Not able to get an update. I have raised at LPPG for help in this lack of response.
9. WMB LPPG feedback. Ted. Nothing to report apart from lack of 2 way communication, it seems like this aspect is to be handled in the PCN Model.

#### 10. WMB LPPG Meeting Dates

- 17<sup>th</sup> Jan 2019
- 11<sup>th</sup> April 2019
- 18<sup>th</sup> July 2019
- 17<sup>th</sup> Oct 2019
- 20<sup>th</sup> Jan 2020

#### 11. Issues to WMB LPPG.

12. Next Meeting Date Wednesday 5<sup>th</sup> June 2019.

#### 13. Future Meeting Dates

- Wednesday 5<sup>th</sup> June 2019
- Wednesday 9<sup>th</sup> October 2019.
- Wednesday 4<sup>th</sup> December 2019.

#### 14. A.O.B.

Ted needs a forward view of members who can/ cannot attend the meeting. I will send a note to members.

How do we reach out to younger patients to join the PPG.