

Sheepcot Medical Centre
Minutes of PPG patient meeting on Monday 10th February 2020
At 6:54 pm

Attendees:

Stephen Hill (chair)
Sharon Carter
Brenda Hall
Steve Macaulay (secretary)

Apologies for absence

Apologies were received from Andy Glodowski, Krysia Glodowska and Jack Alvarez.

1. Review of minutes of previous PPG meetings, including disabled parking signs

At the last PPG practice meeting it was agreed that Stephen Hill would contact a road marking company to get a quotation to mark out the disabled parking bays. He has now done this and Steve agreed to discuss this with Liz Lythaby and Teresa Batchelor.

2. Updates and items for discussion

2.1 New PPG members

There was a possibility of three new potential members of the PPG. They were unable to attend this meeting but it may be possible that they can join future meetings. In addition, Jack knows a contact who may be suitable to join.

2.2 Outcomes from patient engagement network meeting 3rd February

There was discussion of key items that came up during the meeting, which had proved valuable to those attending.

Primary Care Network

There had been a presentation outlining the purpose and plans for primary care networks. The benefits for patients included more joined up services, services can be offered across a network of practices, patients will be able to access a wider variety of health and social care services through PCN and smaller GP practices will be more sustainable as they can share resources. PCNs will be provided with additional funding for additional roles, particularly clinical pharmacists and social prescribers. Funding could also be provided for physicians associates, paramedics physiotherapists, HCAs, and ANPs. Funding is available from the CCGs to support PCNs as a whole.

Ophthalmology services

There was a presentation on community eyecare services, in particular CCG commissioned services that now are offered outside the current hospital system on an outpatient basis, which relieves pressure on hospitals so that they can deal with more complex cases. A new community eyecare centre for cataracts and surgery had opened in January in the Intu shopping centre in Watford. The group welcomed this as a means to reduce waiting lists.

Purple Star award

The Purple Star award for services to those with learning difficulties was outlined. It was acknowledged that Sheepcot Medical Centre had been awarded this, but, since it had been running for some time, it was felt that more publicity should be given to renew awareness to assist those in need.

Incentive scheme for PPG effectiveness

This item was raised and it was suggested that it was still planned to go ahead, though no more details were available.

2.3 Introduction of additional online triage software for patient appointments

No further information was available.

2.4 Developments in North Watford primary care network, including staffing

This item had largely been covered elsewhere.

2.5 PPG newsletter: comments and ways to encourage wider readership

The group discussed two new ideas to extend the readership of the newsletter. One was suggested by Sharon who noted that those who signed up for Patient Access agreed to be sent marketing material including newsletters. This seemed to offer some hope that the Sheepcot PPG newsletter would fall under this category. Brenda suggested another approach, based on another practice. There, patients who were sent texts or emails included a message that a new newsletter was published and perhaps a link to the website to read it. Steve would raise these ideas with Liz and Teresa. It was hoped that paper copies of newsletters would be put out on waiting room chairs. This will be explored with Liz and Teresa.

2.6 Increasing use of Patient Access

Jack intends to hold another waiting room session to encourage people to sign up and use Patient Access. There was discussion on the difficulties of use of Patient Access and also there had been problems in some cases when it appeared to have stopped working for them. People need to have confidence to use Patient Access routinely, particularly for test results and repeat

prescriptions. Unfortunately, they may have had a poor experience of not finding many online appointments and this this may put off some people. There was some criticism of the services offered that had been added to Patient Access, which were often paid for and also when users tried to access certain services, they were told they were not available in their area.

2.7 Cancer awareness training for PPG members

The cancer awareness training had been fixed for Monday 17th February at 6 pm. It was hoped to better understand the purpose of this training and also what to do with it once the training was over.

3. Any other business

Brenda raised two items that had come from the suggestions and comments box-both referred to the newsletter:

The first were privacy concerns about raising confidential issues at the reception desk and the lack of soundproofing.

The second was the sparse availability of same day appointments; a patient had not been successful in getting a morning appointment and at 2 o'clock found there was only one available, which had already been taken.

Steve agreed to raise these points.

4. The date of future meetings

The next PPG patient meeting will be on 6th April at 6 pm.

The next PPG practice meeting will be on 16th March at 6pm.