



Minutes

# Boultham Park Medical Practice

## Patient Participation Group Meeting

6th June 2019

**PRESENT:** Isobel Webster (Chairperson)  
Neil Hewson (Practice Manager)  
Rosie Damarell  
Maggie Pitts  
Angie Smith  
Sandra Williams  
Dr Damien Jackson (GP Representative)  
Colin Damarell (Secretary)

**APOLOGIES:**  
Brian Harding  
Janet Harding  
Cathy Hanger

### Agenda Items

The meeting was opened at 18:30 hours.

#### 1. Welcome & Apologies

Isobel welcomed all to the meeting. Apologies were given on behalf of Brian, Janet and Cathy who were unable to attend due previous commitments. Isobel welcomed Angie and Sandra to the PPG.

#### 2. PPG Business

A discussion took place about the Terms of Reference for PPG members for the benefit of the new members and it was explained that the PPG acts as a critical friend to the practice for constructive complaints. A copy of the latest TORs will be sent to Angie and Sandra.

Neil added that we were fortunate to have an active PPG as other members of the Optimus Group are struggling to get members for their PPGs.

Neil also advised that we use a Patient Reference Group (PRG) for further input to the Practice.

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### 3. Kevin Gibson

Neil informed the meeting that he has arranged for Kevin Gibson, CCG, to attend the next meeting to brief the PPG on current CCG issues.

Isobel asked that any questions be forwarded to her prior to the next meeting so that Kevin could be given time to prepare and eradicate any duplication.

### 4. Patient Council Meetings

Maggie confirmed that she attended the last meeting but had not yet received the minutes. She will email a copy of the minutes to the PPG members as soon as she receives them. Isobel thanked Maggie for representing the PPG at the meeting and for attending the next meeting on 11<sup>th</sup> June 2019. Colin informed the meeting that he will also attend the same meeting so that he can be available for future meetings if required.

### 5. Practice Update

Neil gave an update of what has been happening with the Practice over the past 3 months:

**New telephone system** – This has been installed although there are some ongoing issues to be resolved. They are currently waiting for a landline update to be installed by OpenReach. The new system is also able to record calls.

**Online appointments** – This has to provide 25% of all appointments available via the online system. Currently, 29.9% of patients are registered to use the online system.

**Complaints Overview** – The annual review of complaints is used to identify where things need to be learnt and is accountable to NHS England and the CCG. The review revealed that there have been seven written complaints of which two were upheld and the appropriate apologies given. The other five were generally misunderstandings which were resolved. Verbal complaints are normally resolved at the time and do not require to be registered.

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**Primary Care Network** - This is going to be split into 2 distinct areas. Currently, Tuesday Late opening is shared with the group as extended access. There is a requirement to increase the extended hours for pre-booked appointments but a decision on how this will work is not due until the end of June

**Nominated pharmacy - ETP4.** Neil briefed that an update to the electronic transfer of prescriptions system was due to be released in September. Details were yet to be confirmed but it was likely that all prescriptions would be issued with a 'token' buy the GPs for the local pharmacies to issue. Neil also stressed the value of the online prescription service and also the nomination of a preferred pharmacy by patients. Using these facilities helped speed up the process of prescriptions and enabled safer issuing. For example: To send a prescription direct to the pharmacy rather than it needing to be collected from the surgery first. This in turn also helps reduce queues at reception.

**Electronic Repeat dispensing.** The surgery was currently looking at introducing electronic repeat dispensing for patients who were on stable repeat medication, This means that prescriptions could be issued for more than one issue at any one time thereby reducing the workload of GPs and reducing the need for patients to request medication every month.

## 6. Online Services Training

Colin reminded Neil that we need to plan further training sessions for patients with regards to using the Online Services and to include using the mobile app that is now available. It is appreciated that this is difficult to arrange due to the increased pressures on the practice with extended hours but Neil will review when this can be arranged.

## 7. Newsletter/Facebook

Colin informed the PPG that the format of the newsletter has changed to A4 as this is easier to print and to publish on the webpage. He has introduced simple Sudoku sections for those reading the newsletter.

Neil  
Colin



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Isobel advised the PPG that the Practice Facebook has now got 382 followers however, a recent post was seen by 2,656 people. This shows the benefit of using Facebook for the practice.

## 8. Any Other Business

Neil informed the meeting that Katy was now fully utilised by the practice and that a nurse from the hospital called Jess has joined the practice and is to be trained up.

## 9. Next Meeting

The next meeting is planned for Thursday 5<sup>th</sup> September 2019. Isobel is unavailable for that date so Colin will stand in as Chair for that meeting

Colin Damarell  
PPG Secretary

All

