



## NEWTON PLACE SURGERY

### PATIENT PARTICIPATION GROUP

Minutes of Meeting Held on 6<sup>th</sup> June 2019

**PRESENT:** Gill Wagstaff (Chair), Sue Grove, Tim Wishaw, Margaret Ryder, Pam McLean, Val Collman, Keith Ashover, Chris Callaghan, Maria Newman, Dr Gould, Dr Short, Claire Boraston, Natascha Lynes and Annette Ralph.

**APOLOGIES:** Peter Ferrell.

**Welcome:**

The Chair, Gill Wagstaff, welcomed all to the meeting.

1. Natascha, from the prescribing team, attended the meeting to talk about the prescribing system and the different ways of ordering prescriptions. The two main Apps that patients can use are MyGP and Patient Access. These systems work well and there is a need to encourage patients to register to use them. Forms for online access to be given out with registration.
2. Gill reviewed the minutes and actions arising from the last meeting. The following were noted:
  - item 2 – NP Pharmacy – meeting has not taken place yet
  - item 2 – Website designers – no further information
  - item 2 – Signposting has been successfully introduced without publicity.
3. Claire presented the Practice update, copy attached.
4. **Governance Report:**

The Governance report for the year ended March 2019 had been circulated at the previous meeting. The figures show a large number of contacts per day. The percentage of complaints in relation to the number of contacts is very small. Significant Events are internal occurrences and are dealt with at regular clinical meetings and used as learning opportunities. Complaints regarding other services are taken up directly through PALS. It was felt that patients should be made aware of the cost of prescriptions and “over the counter medicines”.
5. **Project Plan:**

Margaret gave an update of ongoing projects:

  - The patient survey is being conducted and so far we have received over 400 responses. Members of the PPG who are assisting with this were thanked.
  - The Depression Clinic is due to start on 6 July and preparations are going according to plan. This clinic will run from the Surgery on Saturday mornings. The PPG will be given the opportunity to test the i-spero software before the launch date. It should be ready for distribution on Wednesday 12 June.
  - CQC Inspection is due at the end of 2019 and preparation is required. One of the Canterbury surgeries has received their telephone call recently. The Surgery will receive the questions to be discussed two weeks before the call, after the call the CQC will determine whether a visit is required. Areas needing attention from the last report are being focused on.

6. End of Life Project:  
Leaflets from HospiceUK had been reviewed. Dr. Gupta and Sam, Practice Nurse, will review these and decide on the most appropriate information to give to patients with life limiting conditions.
7. Meningitis Vaccinations for teenagers:  
The Surgery will be writing to all patients who missed their vaccinations. If there are enough patients, clinics may be run for students before attending university. Clinics could possibly be held on a Saturday morning when the Surgery is open for the Depression Clinic.
8. Any Other Business:
  - To check the website to ensure there is no out of date information.
  - “What happens when referred to a Specialist” – requested that the information leaflet be changed to plain A4 format, not leaflet format or colour, to make it easier to print at home.

Next meeting: Thursday 8 August 2019 at 2pm.

Action points:

- 1 NP Pharmacy
- 2 Web designers
- 3 Meningitis vaccinations
- 4 Check website for out of date information
- 5 Amend “What happens when referred to a specialist” leaflet

