

**NB the next meeting of the PPG is at 1pm on Thur 18<sup>th</sup> Jan 2018 at Ingol Health Centre**

**Broadway and Ingol Patient Participation Group (PPG)**

Minutes of meeting held at Ingol Health Centre Tues 30th Nov 2017 at 1300hrs

CCG = *Clinical Commissioning Group* – PVC = *Patient Voice Committee*

NAPP = *National Association for Patient Participation* CQC = *Care Quality Commission*

VPRG = *Virtual patient representation group* OHOC = *Our Health Our Care*

SPA = *Service Planning Areas* Apts = *appointments*

NHS 111 – *for urgent medical concerns*

B = *Broadway* I = *Ingol*

**Attendance**

Key (Pr = Practice Staff, B = Broadway Patient, I =Ingol Patient, V = Visitor)

Present		Present		Apologies
Mary Carrig (MC)	I	Pam Freeman (PF)	I	Dorothy Cuthbert
Pauline Cooke (PC)	I	Juliet Green (JuG)	B	Marilyn Gregson
Anne Corcoran (AC)	B	Mike Wain (MW)	Pr	Peter Gregson
Walter French (WF)	B			Jane Grogan
				Terry Mattinson
				Jill Taylor Ali

**Resignations from PPG** None

**New PPG members** Pam Freeman (PF)

**2) Minutes Meeting 30th Nov 2017**

Fair view. Minutes accepted.

**2(ii) Matters arising 3(i) 3(ii) Health Locality Model – Preston Locality**

**MW** See attached PDF named “*2017 10 24 PPG Presentation - Preston Locality update & Ingol Development Plans.pdf*” which includes presentation 1) 7 day access to services for approximately 100,000 patients 2) Ingol Health Centre developments.

**(ii)Seven-day access** (To be provided to nearly 100,000 patients: include Chorley & S Ribble)

*Final column shows the number of patient in the practice*

GREATER PRESTON PRACTICES		
Briarwood	Greater Preston	6110
Doclands	Greater Preston	6669
Ingol & Broadway	Greater Preston	9998
Park View	Greater Preston	6600
Park Medical	Greater Preston	15928
Dr Yerra	Greater Preston	1911
Dr Shahid	Greater Preston	2460
Dr Chakrabarti	Greater Preston	1860

**PC** What happens if all appointments booked? **MW** NHS 111 would be able to direct appropriately & can seek Doctors advice.

**MW** System is working well. Access to medical record is always available.

**JuG** There are difficulties with Public Transport on Sundays.

**MC** Do not know where the various out of hours surgeries are. **WF** There a couple of maps on pages 5 & 6 in the PDF mentioned above.

**PC** asked about missed Appointments. **MW** For Sat / Sun; First 4 weeks 2 DNAs & 3 DNAs for last weekend. **MC** DNAs should go in the News Letter.

**MW** All telephone functions moving to Ingol HC. The phone system provider is changing & “excess” calls will “spill” over onto another number. In addition, call routing is being assessed using a limited number of choices to find the correct person to whom to direct the call. Text messages will be sent to remind patients about appointments, which should cut down on DNAs.

Texts can be used to cancel appointments. The Practice knows when texts sent & when / what replies are received. The system that is being looked at is called M Job. Data can also be collected from texts e.g. Smoking data can be updated from patients replies.

### **3 Practice change of name**

**MW** Not a significant change. There have been changes to the Practice e.g. Dr Patel has retired from the Practice Partnership; he continues to work as a Retained GP.

### **4 Virtual Group**

See attached file "[patient reference group distribution CLEANED 301117 180115.pdf](#)". As can be seen from the pdf here are presently 10 people signed up to the Group as at 30<sup>th</sup> Nov 17. The M Job system can be used to send text messages inviting patients to enrol in the Virtual Group. Within the next few weeks searches of the clinical system to identify, say the under 35s & target them regarding the virtual group. Feedback is anonymised & so does not appear on patient records e.g. Friends & Family (Monthly return).

### **5 Out of Hospital strategy**

**MW** *At present information limited re* "Out of Hospital Strategy document, but the Five year strategic plan contained on the CCG website does give further information on its overall aims & objectives - <https://www.greaterprestonccg.nhs.uk/plans-publications-and-policies>"

### **6 A.O.B.**

#### **Complaints**

**MC** Asked about how complaints were handled. **MW** Each complaint is logged & given a sequential number. Minor verbal complaints are dealt with face to face at the time & not generally logged.

#### **Sign in system**

Automated system saves patient time & frees up receptionist to deal with other tasks.

#### **Date of next meeting**

**1pm on Thursday 18<sup>th</sup> Jan 2018 at Ingol Health Centre**

W French