

Minutes of Patient Participation Group Meeting

Date:	25 th October 2018
Attending:	LS,JC,JF,CF,SG,EP,PRR,JW,BS
Apologies:	CB,

<p>LS Chaired the meeting of the Anstey Surgery Patient Participation Group meeting</p> <p>1. Welcome and Introductions: LS thanked all for attending the meeting</p>	
<p>2. Minutes of the Last Meeting</p> <p>The minutes of the last meeting (9th May 2017) were agreed and these will be available for all patients to see via the practice website. www.theansteyurgery.co.uk</p>	
<p>3. News From the Practice</p> <p><i>New Computer System</i> – we changed computer system on the 26th June to SystemOne. SystemOne joins with other practices and services on the same system eg – community nursing, therapy staff, children’s health services, Loros, Urgent Care Centres. It has been very challenging for all staff.</p> <p><i>Enhanced Summary Care record</i> – 642 or 9% of patients consented to an enhanced SCR. – JF shared his recent experience of clinicians using information from his eSCR.</p> <p><i>Telephone System</i> – we have had our telephone system for 5 years now and will start looking at replacement systems. What does the group think of the options at present? As few options as possible, and would be in favour of a queueing system but with only a small queue. LS to look at options.</p> <p><i>Care Navigation</i> – we discussed the surgery planning to introduce care navigation once staff have been trained enabling them to signpost patients to the correct service or clinician. A lot of GP appointments can be wasted by patients not being seen by the correct service or clinician first time.</p> <p><i>Clinical room refurbishment</i> and further expansion of the practice – 8 x clinical rooms have been refurbished. We have received a lot of positive patient comments. The refurbished rooms give capacity for the surgery to increase procedures and services offered to patients.</p> <p><i>Section 106 monies</i> – LS has sent a proposal to WLCCG outlining further exterior extension and internal reconfiguration. Awaiting feedback.</p> <p><i>Extended Access</i> – appointments can now be booked outside of the surgery core hours of 8am – 6.30pm at GP and Advanced Nurse Practitioner lead Hubs including Loughborough Urgent Care Centre, Coalville Community Hospital,</p>	LS

<p>Centre Surgery at Hinckley & Rosebery Medical Centre Loughborough.</p> <p><i>Over the Counter medicines</i> – savings to date from Anstey have saved almost £7000, across West Leicestershire CCG this amount is expected to be over half a million pounds of annual savings to the NHS. The group agreed that NHS funding needed to prioritise.</p> <p><i>Saturday Morning Flu Clinics</i> – these have been very successful and popular with patients. We also offered Shingles vaccinations and pneumococcal vaccinations on the same day for eligible patients.</p> <p>LS went through the latest MORI patient survey results – the group were supportive of the results and the practice especially the reception/admin team.</p>	
<p>4. WLCCG PPG Meetings. The next meeting of the WLCCG PPG network is on 22/11/18, CB will be attending on behalf of Anstey PPG but explained other members could also attend, some surgeries 2 or 3 PPG members attend. Update from WLCCG PPG meeting 11.4.18 – CB attended. Meeting notes shared with all. Including – Update on current topics from WLCCG board meetings, Healthwatch Leicester and Leicestershire, Medicines Optimisation, Community Services re-design.</p>	
<p>5. AOB We discussed issues with the local pharmacy and staffing issues. LS to raise PPG concerns with pharmacy.</p>	<p>LS</p>