

Westlands Patient Participation Group Minutes

Date of Meeting	Wednesday, February 5 th 2020
Start Time	1300 hours
End Time	1500 hours
Venue	Westlands Medical Centre Meeting Room
Attendees	Sue Martin (Chair), Geraldine Smith (Minutes Secretary), Elizabeth Howkins, Emmaclair Isherwood, Ann Waudby, Jackie Dalby, (Business Manager), and Diane Moore (Operations Manager).
Apologies	Bob Bloomfield, Gail Stewart-Bye, Lucie Oakey, Amanda Craig

Item for discussion		Notes/Action agreed
Welcome, apologies and introductions	SM/DM	Apologies as above Vicky Windebank introduced Caroline Sutherland, new Practice Nurse, and Victoria Chaffer new HCSW.
Matters arising from previous minutes	SM	<ol style="list-style-type: none"> 1. Ringing for a routine appointment. Diane explained that a major review of the appointment system is currently under review. 2. Accessing on-line services. Diane reported that the numbers registered are gradually increasing. She emphasised the benefits of using the NHS app and would like this to be promoted. 3. Discussion re music in waiting room. Jackie suggested that the PPG conduct a survey to find out preferences of patients, if it is considered by the whole group to be an issue.
New website	SM /JD	
<ul style="list-style-type: none"> • The importance of the website • Ownership & nominated Westlands' representative • PPG input 		<p>Elizabeth asked about the PPG web site sub group and their progress. Sue explained that Lucie, as a member of this group, subsequently volunteered to work closely with Jackie on the new web site design and content. Both Jackie & Diane emphasised the importance of the web site to Westlands; that they had secured monies from partners to invest in a more up to date system. A general discussion ensued about the process of preparing the new web site prior to launch. Jackie emphasised that she has contact with Lucie on a regular basis and that Lucie is not responsible for inputting clinical data.</p> <p>Jackie acknowledged that Westlands is in a transitional period, whereby reliance on digital communication in health care is increasing. However, there is no funding available to employ a dedicated IT member of staff and they have to work with available resources.</p>
Practice information/feedback	DM	
Staff update		Jade Clements has started as a new receptionist. Sheila Riley, receptionist, has retired. The employment of a nurse practitioner has increased the availability of appointments by 40% on triage days. Thus ensuring that Westlands can generally meet the demand for same day appointments.
Patient feedback/complaints received by Westlands		2 compliments received. 9 incidents have been reported to QASAR (CCG):- 1

		complaint (to be shared at next meeting), 1 Practice incident, 7 incidents involving other care providers.
Availability of online GP appointments		Remains at 50% .
Online registrations		Sue expressed her willingness to help with on line registrations, including the NHS app. In order to do this, however, she and others would require training. Di suggested that it might be possible to create an instruction leaflet for registering on the NHS App.
Productive General Practice Programme update		This started in December and involves medical, nursing, administration and management staff, with Dr Pandya as the clinical lead. The current project is focused on the appropriateness of GP appointments ie. whether a patient could be better served by seeing another health care professional. The aim is to reduce the three week wait for appointments with a GP. A second project involves process mapping of repeat prescriptions.
Social prescribing update		One of the two people appointed has resigned.
Other Items		
Waiting Room noticeboards & screens	SM	The Practice Manager from Portchester Health Centre has forwarded compliments he has received about the mental health noticeboard in the waiting room at Westlands.
Feedback from Community Engagement Committee Meeting 14/01/2020	SM	Insufficient time for this item. The minutes for this meeting were forwarded to the group on 27th January, 2020.
AOB	SM, DM	<p>Diane and Jackie told the group about Westlands' Silver Jubilee celebration on Saturday, April 25 2020. This will be a community event at Westlands to celebrate 25 years since the Practice opened on its present site. Diane and Jackie were keen to involve the PPG in the planning and preparation and would welcome ideas and help.</p> <p>As Diane and Jackie had to leave the meeting at 2pm, the members reconvened in another room.</p> <p>Firstly, Emmaclair showed us a selection of photos which she has taken of Westlands for the new web site. We agreed on a couple of photos (one black and white, one colour) which Emmaclair will send to Lucie, who can then see which one best suits the web site.</p> <p>Secondly, the group brainstormed ideas for the event on April 25th. These have been shared with Diane and Jackie and copied to the PPG. Sue & Lucie have offered to be on the planning group, Emmaclair to take photos on the day and others in the PPG offered to help on the day.</p>
Date & time of next meeting	SM, DM	Wednesday, 6th May 530pm
