LAKES MEDICAL PRACTICE

PPG

MINUTES-MEETING HELD 26.2.19 @5.30PM

Present;

Jenni, Juliet, Moira, Roz, (Chair), Colin, Trevo , Margaret, Anne, Bella, Helen.

Apologies; Tom, Hilary, Caroline.

Previous Minutes agreed as true record.

Introduction. Jenni introduced Helen to the group. Helen will swop with Jenni as the regular attendee from the practice admin dept. Roz welcomed Helen to the group.

Matters arising;

Roz referred to the minutes regarding Integrated Care Presentation from last meeting. She informed the group she and Hilary have been invited to attend another presentation designed to inform and consult PPG’s in the Eden area.

Today’s Meeting.

Items moved forward from previous meetings.

LMP Prescription Order Line

The group were informed there would be no facility for telephone ordering of prescriptions from 1/4/19 . This is due to an increasing problem with incorrect information being given or received during the transaction resulting in potential for mistakes increasing.

From April 1st, there will be 3 ways to order, or re-order, a prescription;

a) Tick the “repeat box” on the prescription and drop into surgery

b) Arrange a repeat facility with a local pharmacy.

c) Order on-line. This requires prior registration.

General discussion followed on how this information would be best made available to Patients and Jenni explained posters were being produced . Detail would be included on practice website and in the Newsletter. Inevitably a significant number of patients will miss these prompts and Jenni explained the prescription team would continue to be available . Hours 9-12 and 2-5 Mon- Fri. to give advice and guidance.

Repeat dispensing is also available which allows Doctors to agree prescription requirements for up to 12 months, when they are straight forward and less likely to change during that time.

Practice Website.

The existing website is to be changed to a system used by all practices in Eden, providing better continuity and a more cost effective model. It was agreed to include this as an agenda item at the next meeting to include suggestions for content.

MyGP App.

Once registered , using a smartphone, patients could; View their medical records via MyGP app. This requires prior registration – patient must attend practice, with 2 forms of ID.

Access to registration information is available via practice website.

This led a further discussion regarding accessing services and facilities, call backs, etc. The group commented on how well the Dr call back request worked and asked for that endorsement to be reported back to practice staff. Numbers for call back can vary significantly- discussion followed regarding options for making this less onerous and time consuming for Doctors involved.

Feedback from a previously mentioned suggestion, regarding a facility for e-mailing a Dr callback request, was given and a pilot scheme has been initiated to test the suitability of scheme. Good news and excellent feedback

Feedback from Tom’s survey was postponed to next meeting.

Masterplan Consultation. Due to increased press comment recently ,regarding numbers of houses to be built, the query was raised regarding consultation with health providers re increased patients, particularly for GP practices. The feedback was their hasn’t been any consultation. It was suggested this could be something to be raised by Roz and Hilary at the consultation meeting and would possibly produce the best result if Eden GP practices made a collective enquiry/ response.

AOB

LMP are developing a Social Enterprise Protocol, which will encompass matched funding for PPG fundraising efforts. Further information to follow.

999 Calls. A group member had to make a 999 call recently and provided feedback on that experience. Key to communication with 999 operator is the location postcode. Here is a link to what is called “ Silent Solutions”

<https://www.bbc.co.uk/news/av/uk-wales-44877293/999-calls-how-to-contact-police-when-you-can-t-speak>

Although the link is focussed on domestic abuse- its content applies equally to medical emergencies

Date and time of next meeting 9/4/19.

Matched funding- has been approved by the practice for fund raising by the PPG at the rate of 50%

Todays Meeting.

The group welcomed Ann- Marie Grady, I.C.C. Development Manager, who agreed to attend todays meeting and provide information regarding proposals for ICC development in the Eden area.

I.C.C.’S are built around populations of between 30 and 60 thousand people. Eden will have it’s own ICC and is the largest geographical area in North Cumbria. The I.C.C. will be built around 10 GP practices, other service providers( existing health and local authority provision) and include the third sector. The person leading this process is Ashley Liston, who I understand is a GP from the Eden area.

Ann-Marie used a slide show presentation to provide information, rather than answering the specific questions we had prepared and sent to her in advance. Some of the questions were dealt with during the presentation, this worked up to a point but a combination of time and lack of detail, meant many question were unanswered. On balance the presentation helped the group understand the size of the task and where roughly the process is , in terms of time scale.

Ann- Marie agreed to send a copy of the presentation she used to us (this has been received and is attached to the minutes) so the group has an opportunity to consider it in more detail.

The issue of proposed ” Living Well Coaches “ was raised by the group, but it was agreed , as this is well advanced, it would be best addressed as a separate agenda item at a subsequent meeting.

The principle points which emerged from the meeting were;

1. The LMP PPG expressed their willingness to work with the CCG and contribute to development of ICC proposals.

2.The PPG do not wish to be involved on the basis of a “ tick the box” exercise

3.Concerns were expressed by the inclusion of commercial companies where their service offer falls well below acceptable or comparable standards. The group understands that current Govt. policy constrains CCG’s by virtue of the competition rules, although pressure from senior health managers to change this as part of the recently announced 10 year plan is being reviewed.

The group thanked Ann-Marie for her presentation and she left the meeting.

The following items were agreed to be rolled over to our next meeting;

1. LMP prescription order line

2. Practice Website

3. MyGP updates

4. Tom’s Survey- feedback

5. What happens when you make a 999 call.

AOB

Next meeting 26.2.19