**Patient Participation Meeting Friday 13th of July 2018**

**Points Raised**

Please see the action plan below – discussed the actions needed in each area for the practice to meet.

**Primary Care Quality Scheme 2017-2019 GP Practice Action Plan (Year 2)**

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| --- | --- |
| **Name of GP Practice** | **Drs Green, Broadbelt and Majeed** |
| **Name of PCQS Practice Lead** | **Dr J M Green** |
| **Name of Person completing this form**  | **Janine Howey** |
| **Date of completion** | **11/07/2018** |
| **Email address and telephone number of main contact** | **jhowey@nhs.net****0151 647 7181** |

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| **PCQS Standard** | **Main Actions (bullet points)** | **Key Milestones (include dates)** |
| **Elective Care** | **\* Continue Peer review**  **referrals****\* Salaried/Locum GPs**  **informed of referral**  **procedures** | **Review monthly** |
| **Non-Elective Care** | **\* Review appointment** **system and obtain**  **baseline appointment** **figures****\* Ensure participation in** **Neighbourhood meetings** **and develop an action plan** **around Frail Older People**  **– Lead GP – Dr Broadbelt** | **Ongoing using EMIS****Attend meetings and participate in any local developments and to support funding bids for work around frailty within the locality** |
| **Medicines Management** | **\* Continue implementation** **Of Repeat Order Scheme** **With review of excluded** **Patients (vulnerable)****\* 5 per 1000 per week items** **challenged****\* Antibiotic audit****\* Ensure on line** **antimicrobial is completed** **by all staff and TARGET** **training for GPs** | **Monthly check on vulnerable patients****Submit data quarterly****To be completed by 31/10/18 with 2nd review by 31/03/2019.****Monthly review of training requirements of staff and GPs** |
| **PPG Engagement** | *Insert date of meeting and summary of main feedback points***Meeting 13th July 2018** |

**GDPR**

General Data Protection Regulation – This regulation has now come into enforcement. Part of this is that we now need your consent to use your email address to send you emails. I sent all of our patients with an email address a letter asking for consent. If you did not give consent then I have now removed you from our email- mailing address list. You can still give your consent and I will put you back on if you wish. Unfortunately I will have to ask for your consent every two years.

**New Phlebotomy Service**

This starts on the 1st of August 2018. Please see attached document regarding changes. There are a mixture of walk in and pre-bookable appointments. If you wish to pre-book please phone 514-2888. Please let me know if you experience any difficulties with the new service. We are due to have another patient group meeting at the beginning of September to review this new service so any thoughts would be welcome.

**Musculoskeletal and Podiatry Referrals**

All referrals being make to orthopaedics and podiatry will now be triaged at the hospital before an appointment is made. Hopefully this service will help reduce waiting times.

There was concern from a patient as they had heard that certain hospital departments had now stopped carrying out procedures – varicose vein surgery. This is still available for us to refer on the electronic booking system.

**Patient Phone System**

We unfortunately had to remove the patient phone system package which enabled patients to book appointments with their telephone key pads due to cost. A patient at the meeting relayed that he felt happier phoning us since this had been removed as it makes the telephone call less complicated. Please let us know how you feel about this package no longer being available to you.

**CQC – Care Quality Commission.**

This department visits health centres and care homes etc to make sure that we are supplying the correct care to patients. We last had a visit from them three years ago so we are expecting to be revisited any time after November 2018.

**NEXT MEETING BEGINNING OF SEPTEMBER.**

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