

Minutes of Patient Participation Group Meeting

Tuesday 12th December 2019

Apologies: Elaine, Ann, Julia

Present: Janette, Carole, Michelle, Mel, Karen, Dr Nicola Odwell

Minutes from last meeting

Ann was unable to carry out the patient survey in the waiting room due to illness but she will do this in the New Year.

Carer activity

We have 277 carers. 172 have had the flu vaccination. 20 have declined. We are still trying to get the people in for flu vaccines.

Friends and family review

We had 2 positive responses, no negative and a comment that we are always friendly and welcoming.

PPG talks

We discussed whether the PPG wish to put on talks. We will gather some more information. Karen will let Carole have contact details for the Patient Participation Group at St Lukes who put talks on, and also at Brook Health Centre who may wish to share the initiative with us. Karen will also provide a breakdown of the age profile of our practice to enable the PPG to establish what types of talks may be of the greatest interest.

PCN

The Primary Care Network is up and running. The Towcester the Brackley practices have got together to discuss how they may wish to work more closely. We are already sharing staff such as the pharmacist and the social prescriber.

Subjects for the next newsletter

PLT dates, information about the social prescriber, what she does and how patients can self-refer, and a campaign to get patients to sign up for online booking and prescriptions. Also an article on smoking cessation, weight management possibly linked with the social prescriber.

Dr Odwell referrals

Dr Odwell came to the meeting to discuss the referrals process. She explained that the commissioners and NHS England look at the number of referrals done by practices and compare that with other practices to ensure that GP's are not over-referring into secondary care. Michelle said that she had seen rumours online that GP's are paid to either refer or avoid a referral. Dr Nicola explained that we are not paid to refer or not refer, however we are required to audit our referrals to make sure that they are appropriate. We are currently looking at all cardiology and orthopaedic referrals, but have not found any issues with these. Similarly, our prescribing data is looked at to see whether we are outliers for antibiotic prescriptions etc. GP's also have an annual appraisal and 50 hours a year of learning.

Meeting dates 2020

14th January
11th February
10th March
14th April
12th May
9th June
14^h July
11th August
8th September
13th October
11th November
8th December