

Parsonage Patient Participation Group

Minutes of meeting held on: Monday 20th November 2017 @ 7.30 pm

Present: Geoff Lay, Julie Lay, Kay Newton, Stuart Masters Pauline Williamson, Sue Howe, Barbara Jessup, Michelle Ford

Apologies: Lizzie McMillan, Peter Laws, Denise Kennard

No	Item	Action
1	Apologies for Absence Noted above.	
2	Previous Minutes approved	
3	Training Practice Site Approval Visit by Health Education England <ul style="list-style-type: none"> • Dr Prit Takhar had recently qualified as a trainer. • On 7.11.17 staff from Health Education England visited for a site approval & we are pleased to advise this was successful. This will allow the practice to be an accredited training practice. • We are currently awaiting confirmation of when we may be appointed a trainee & will keep patients informed. 	
4	Flu Vaccinations figures – from September 17 <ul style="list-style-type: none"> • Nasal vaccinations given to date = 132 • Flu vaccinations given to date = 768 • Flu vaccinations declined = 87 • Flu vaccinations given by Pharmacy = 70 • Reception team will continue to record patients who wish to decline vaccination – this will enable us to refrain from contacting patients again within 17/18 flu season 	Patients to book appointments or decline.
5	Online access – SystmOnline <ul style="list-style-type: none"> • Surgeries are being asked by British Medical Association & NHS England to encourage patients to register for online services that are available at their GP Surgery. Their target is for 20% of the registered patients to be signed up. • Online access enables patients to book / cancel appointments, request repeat medications, view any recorded adverse reactions / vaccination record etc. • Parsonage Surgery currently have 52.8% of their patients registered for online services, we are therefore promoting this service to the 30.4% of patients who are not currently registered. Parents can obtain proxy access to SystmOnline for children under 16. • Patients can obtain a password from our reception team (please bring along identification) & are able to download the 'SystmOnline App'. 	

6	<p>National Antibiotic Campaign – Public Health England</p> <ul style="list-style-type: none"> Update provided re Public Health England’s ‘Keep Antibiotics working’ campaign - launch date was 23.10.17 & can be seen across the country on billboards, TV, press, online & on the radio. The aim is to increase awareness of taking antibiotics when you don’t need them, in turn supporting local doctors, nurses & other healthcare professionals in reducing inappropriate prescribing. 	
7	<p>Staffing update</p> <ul style="list-style-type: none"> Nurse Sisi Oo has recently been covering several Locum sessions & has enjoyed seeing patients old & new. We are currently in preliminary discussions with Sisi regarding working for us on a permanent basis – potentially starting early 2018. 	
8	<p>Patient leaflet – Final document</p> <ul style="list-style-type: none"> Leaflet viewed by PPG & has been added to our website. Leaflet will also be given to all new patients when registering. Thanks to PPG Member Peter Laws for his input in producing the revised leaflet in partnership with Sophie & Guppy from our reception team. 	
9	<p>CCG Co-Location</p> <ul style="list-style-type: none"> Discussions are still taking place between NHS Property Premises Team & NHS England regarding the Co-Location – we are hoping for an update by Jan 2018. 	
8	<p>Speaker – Katherine Foy - Social Prescribing Coordinator East Herts Council</p> <ul style="list-style-type: none"> East Herts Social Prescribing service to be up and running early next year where individuals over 18 can be referred into this community service by their GP. The key aim for this service is to relieve pressure on the GP surgeries by focusing & supporting patients with non-medical issues, such as those with isolation & loneliness concerns. Katherine’s role is currently being funded for 18 months; she will be working at Parsonage Surgery once a week to assist our patients who have been referred to her. Patients can be provided with up to 12 weeks support – services that patients may be signposted to would be, befriending services, getting active, financial advice, arts, Dial a ride, Community Transport, day centres etc Katherine’s role title is ‘Social Prescribing Coordinator’, our PPG voiced concerns re the job title potentially giving the wrong impression, Katherine advised this may be changed potentially to ‘Community Navigator’ & she would feedback to her manager. PPG also voiced concerns that certain groups of patients i.e. older people / less mobile may not visit their GP very often & therefore not be able to benefit from the service. 	

	<ul style="list-style-type: none"> • Katherine explained that she is keen to make contacts with as many social groups & asked our PPG members to provide her with their local knowledge of potential groups she could make contact with. Our PPG suggested U3A, Churches, Schools, Warden assisted accommodation, & community centres would be a good starting point. • Katherine's background is in Nutrition having previously worked in Cambridge in the Bariatric / weight management field. 	
11	<p>Meeting dates for 2018</p> <ul style="list-style-type: none"> • Added to website / patient tv screen & will be sent to PPG attendees. 	MF to action
12	<p>AOB:</p> <p>Defibrillator's –where are they in Bishops Stortford</p> <ul style="list-style-type: none"> • Discussion re the importance of having a directory giving locations of Defibrillator's within Bishops Stortford area. SH has looked into this & been advised that there does not appear to be a definitive list – however this is a work in progress & that the local council are intending to put one in the phone box by Jackson Square shopping centre. <p>Information folder for patients in reception waiting area</p> <ul style="list-style-type: none"> • Discussion re the information folders / leaflets provided for patients in our reception area being defaced. Posters have also been ripped from the reception desk. Various suggestions were discussed, which ranged from laminating documents, slotting sheets into plastic documents pockets, adding a sign asking parents to be responsible for their children, having a standardised letter that could be sent to parents of any child seen drawing on the documents, providing colouring books & pens. 	<p>SH will keep the group informed with any updates.</p> <p>MF will trial adding documents to plastic wallets & reception staff will monitor any further incidents & report to MF</p>

