

**Minutes of the Holmcroft Patient Participation Group Committee Meeting  
held  
6pm Tuesday 13<sup>th</sup> August 2019**

**Present:** Margaret Burns, Norman Cobon, Leela Gadsby,  
Bridget Stokell, Liz Sullivan, Anne Jones.

1. Apologies

Apologies were received from Celia Johnson, Irene Draper and Bob Shepherd.

2. Minutes of Meeting held 11<sup>th</sup> June 2019.

The minutes of the meeting held 11<sup>th</sup> June were confirmed as a true and accurate record of that meeting.

3. Matters Arising from Meeting held 11<sup>th</sup> June 2019.

- Outstanding Practice Actions

Anne Jones advised that the website had been updated the week of the meeting. PPG members were asked to review the information and e-mail any comments to Anne copying in all other PPG members.

**Action: All members**

- '3 Area' Project

Anne Jones reported that the project was called 'Quick Start' and that the three areas addressed together with associated information were as follows:

- The prescription process.

More information on the use of Patient Access has been displayed in the waiting room although currently this is not available due to the limited space available and the wealth of information to be provided. Information on display is cycled.

A new process has been introduced for same day prescription to ensure an Audit Trail, automatically provide through Patient Access requests, is available.

- Availability of appropriate appointments.

Care Navigation has been introduced, with appropriate training, to enable receptionist to direct patients to appropriate non GP clinicians.

- DNA Letters.

A tightened structured process has been introduced to deal with DNAs relating to Secondary Care.

- Voluntary Groups

Bridget Stokell advised that the Borough Council Community Connect Project was progressing and that she would have further information at the next meeting.

The meeting was also informed that Stafford and Surrounds CCG is introducing the 'Stay Well' Pathway for older people which enables access to both clinical and non-clinical personnel and associated groups or activities.

It was agreed that any other actions had been completed or were to be covered by agenda items.

#### 4. PPG Self Assessment

It was agreed that as Geoff Robson, who had lead the group discussing this matter, was not in attendance this item would be deferred until the next meeting.

#### 5. Social Media

Liz Sullivan advised that she had had a good meeting with Anne Jones and the practice 'Facebook' administrator the previous day and that she was awaiting a password. It was thought that Patient Experiences may be a good area to address initially. Liz is to advise of further activity and usage suggestions at the next meeting.

**Action:Liz Sullivan**

#### 6. District PPG Feedback

It was agreed that the bullet point messages document from the District PPG meeting held 24<sup>th</sup> July '19 distributed in the meeting pack was self explanatory.

It was confirmed that the list of support groups produce by the Penkrigde PPG had been distributed with the meeting papers.

## 7. Surgery Update

Anne Jones advised of the following:

- CQC Phone Call
  - A phone call lasting 2 hours 20 minute had taken place 5<sup>th</sup> July '19 between single CQC representative, Dr. Hannigan, Anne Jones and Eve Henson (Practice Lead Nurse Practitioner)
  - The CQC representative was to put her views to the CQC board for consideration with the following possible outcomes:
    - No visit for 2 years.
    - Focused visit
  - The Practice has been advised that a focused visit will take place in the next 6 months and that the surgery will be given a 2 week notice.
  - It was felt that the visit had been triggered by matters including the following:
    - Multiple senior management changes in a short period of time.
    - Concerns around the limited Carers Register and in particular the limited number of cares under 16 years of age.

- Staffing

Anne advised of changes in reception and administration staffing and the need for a further part-time employee in that area.

- Current Research Projects.

No new projects have been initiated since the previous meeting.

- Primary Care Networks (PCN)

The PCN had met earlier this week and that the following activities were planned:

- First Stage - Recruitment of Pharmacist. Offer has been made.
- Next Stage – Recruitment of a Social Prescriber.

- Provision of additional appointments from 1<sup>st</sup> July '19.

Holmcroft has agreed to provide 2 ½ hours additional Physiotherapy appointments as musculoskeletal issues account for around 30% of patient appointments.

- Complaints

A large number of complaints, all relating to telephone system issues, have been received. More complaints have been received in the last 3 months than in the previous 12 months. Meetings have taken place with the supplier resulting in system monitoring and extra training being put in place.

- Others

At a date to be agreed the Samaritans are to provide an awareness session in the foyer during surgery hours.

## 8. Patient Experiences

The meeting was advised of the successful use of GP call back where it was felt an appropriate response to an initial appointment request.

Anne Jones informed the meeting that a Stafford practice is planning to stop producing paper prescriptions from September this year. Medication will only be provided electronically via Patient Access.

The meeting was informed of excellent service recently received by a Holmcroft practice patient at UHNM A&E and Hip Surgery ward.

## 9. Member Recruitment

It was suggested that recruitment information be put on the practice Facebook page.

**Action:Liz Sullivan**

## 10. Any Other Business

Bridget Stokell advised that she had attended a recent Together We're Better (TWB) event relating to the proposed merging of the 6 Staffordshire CCG's into a single organisation and had been extremely pleased with the information provided and the opportunity given to the attendees to provide their views.

## 11. Date of next meeting

The next meeting will take place 6pm Tuesday 8<sup>th</sup> October '19.