

**Minutes of the Holmcroft Patient Participation Group Committee Meeting
held
6pm Tuesday 11th February 2020**

Present: Norman Cobon (NC), Geoff Robson (GR), Leela Gadsby (LG),
Anne Jones (AJ), Celia Johnson (CJ), Liz Sullivan (LS),
Margaret Burns (MB), Irene Draper (ID)

1. Apologies:

Apologies were received from Bob Shepherd (BS)

Bridget Stokell has resigned as she is moving home.

2. Minutes of Meeting held 12th December 2019.

The minutes of the meeting held 12th December were confirmed as a true and accurate record of that meeting.

3. Matters Arising from Meeting held 12th December 2019.

- Kamil Sterniczuk

NC has spoken to him and advised him as agreed.

- Social media. NC has rearranged meeting with Abi for the 26th February

Action: Norman Cobon

- Missed appointments

NC confirmed that you can cancel appointments on-line.

- It was noted that the JDR on-line and One Health & Care information had been distributed.

4. District PPG Feedback

It was agreed that the bullet point messages document from the District PPG meeting held 22nd January 2020 distributed in the meeting pack were self-explanatory. Further discussion took place with comments / actions as follows:

- Consultations – The CCGs are seeking views about proposals to remove Gluten Free (GF) products for adults from our prescribing policy, which could potentially lead to a reduction in patients receiving gluten-free products on prescription.

- Difficult Decisions engagement

It was noted that the six CCGs in Staffordshire and Stoke-on-Trent are seeking views from patients across five service areas:

- Assisted Conception
- Hearing loss in adults
- Removal of excess skin following significant weight loss
- Breast augmentation and reconstruction
- Male and Female sterilisation

A link to the survey is contained within the DPPG notes

- Improvement Assessment Framework: Patient and Community Engagement Indicator

The Patient and Community Engagement Indicator is a formal requirement of the Clinical Commissioning Group's Improvement and Assessment Framework. It aims to evidence a CCG's implementation of the revised statutory guidance on patient and public participation in commissioning health care and their compliance in fulfilling statutory duties.

- Tetanus jab refused – NC asked members to note the post meeting comments on vaccinations availability.

5. Surgery Update

AJ advised of the following:

- Telephone System Issues

Complaints down but still being monitored. Dr Hannigan's voice to be added to the message this Thursday.

NC suggested the inclusion of comments to say that calls may take longer to answer due to the Care Navigation process be considered.

Action: Anne Jones

- Flu Clinics

Finished.

- CQC Phone Call

- Still no visit date advised.

- Patient questionnaires

The practice has met its target for return of completed questionnaires on performance and NC thanked all those who had been involved.

- Staffing

New receptionist, Paige, has joined the practice.

Nurse Practitioner Amy has left, and replacement, Donna, starts on 24th February 2020.

- Current Research Projects

- PANDA

This study will commence in the near future and aims to investigate the short- and long-term outcomes of shoulder pain and develop a prediction model using diagnostic and prognostic information to more adequately identify patients at risk of long-term shoulder pain and disability

- Coronavirus – text message sent out and message to be added to phone lines
- Primary Care Network – Castlefields joining the group including Holmcroft
- Community Link Advisors – some have gone along to PPG’s – NC suggested that she come along to the AGM. AJ to check availability.

Action: Anne Jones

- Complaints

- Patient had unrealistic expectation of seeing a specific GP. AJ discussed with him, but he was unhappy at the outcome
- Breakdown in referral process – two-week wait referral form – the screen message was not sent leading to a delay
- Patient asked to book an appointment with a Nurse and Nurse Practitioner at the same time. Lack of flexibility on the part of reception as they were sticking to the rules, but the reception team have been advised on the right way to deal with it
- Person came in who was not a patient and was referred to A & E. The person should have been screened and again procedure has been made clear to team
- Prescription for another person given to ID with hers

- Others:

The Samaritans are to provide an awareness session in the foyer during surgery hours on the 16th March.

6. AGM

16th April is the planned date commencing at 19.00

To include presentations on Primary Care Network and from CLA

Notice to go on surgery screen, Facebook etc.

Action: Norman Cobon

7. Patient Experiences

- MB related her experience with the health service and that this was very positive
- LS could not make an appointment as she could not get through on the phone and then found that it was not possible for the dates wanted. Why can't appointments be booked further in advance than two weeks. AJ explained the system.
- AJ to advise on blood tests for regular reviews. GR has been refused in the recent past with advice that these were no longer undertaken for hospital referrals

Action: Anne Jones

8. Any Other Business

GR to distribute the link to NHS consultation.

Action: Geoff Robson

9. Date of next meeting

The next meeting will take place 16th April 2020 following the AGM.