

Patient Participation Group Meeting

Tuesday 10 February 2015

Attendance: RC JP SS JS JA

Also in attendance Lisa from Carers UK

1. Previous meeting minutes were agreed.

2. Access to Clinical Record – On Line

The process of viewing aspects of a patient's clinical record on line were discussed and reviewed. All members of the PPG thought that this was a good initiative and that it has grounds for expansion in the future.

The Practice will update its information leaflets, rolling screens and web site to allow patients to start accessing this facility from early March.

3. Telephone system upgrade

The PM informed the PPG that part of the initial plans to upgrade the telephone system to allow call queuing for patients; with the approval of the PPG have been put on hold due to the forthcoming financial cuts to Primary Care following the PMS review. The PPG agreed this and sympathised with the Practice on its forthcoming financial cuts over the next five years.

4. Practice Structure

The PM informed the PPG of the current practice structure and that this will remain in place until at least October when a review of services post general election will take place to see if the current level of services can be maintained for the financial year 2016 – 2017. The current strategy of the Practice is to maintain its level of service to the patients for the first 6 months of the new financial year – despite the reduction of income – and then make a plan for the next year. Currently the Practice has 7 GP's, 3 ANP's, 2 Practice Nurses and 3 HCA's as well as 16 reception and administration staff – all to be funded out of £75.00 per patient per year.

5. The Federation

The PM informed the PPG of the Federation; a group of 32 Practices working for the good of the population of South Worcestershire (SW). The PM gave an overview of the PM Challenge fund, which the Federation have produced a bid to provide better access across SW and the better use of IT to aid patient choice and to access better information on where to access healthcare. The bid results are in late February, with a view to starting this service in April. The service will need some IT upgrades to allow patient data sharing. The information governance is being developed in conjunction with the CCG.

6. Medical Students

The PM gave the PPG an overview of why we have medical students and the benefits this brings to the greater health economy. The PPG agreed that it is a good idea and should continue,

7. Patient Information Screens

The PM informed the PPG that the patient information screens in reception are available to promote activities in the community and that any request to display information will be reviewed by the PM and agreed if there is no conflict of interest issues. Members of the PPG said they would be accessing this communication outlet.

8. There was no further business, the meeting closed at 1407.

Post Meeting Note:

Date of next meeting: Tuesday 14 April 2015 at 1300hrs at Elbury Moor Medical Centre

Initial Agenda:

- Update on Federation Bid
- Review of access to clinical records on line