

ST JOHN'S MEDICAL CENTRE PATIENT PARTICIPATION GROUP
Minutes of the Meeting 19 June 2019

- Present Julie Hadlow, Dr Shamailah Mufti, Rita Tucker, Judith Argles, Marian Walsh, Ian Andrews, Jenni Cussell, Monica Muro, Susan Swinburn
1. JH welcomed everyone to the meeting, particularly the new member, MM, who explained that she had recently joined the practice.
 2. Staff Update:
JH informed the group that we now had two new receptionists, a new Healthcare Assistant and a new Nurse Practitioner. SM said that with the addition of new Nurse Practitioner this would enable us to offer more appointments.
 3. Blood pressure machine (Engage Touch Plus) fundraising
The money raised so far was approximately £300 - discussion took place as to how we could increase this funding in an effort to purchase the above machine for the waiting room. JC suggested contacting the Rotary Club as they organise the annual Swimathon in Grantham each year which raises money for worthwhile causes. As JC's husband is part of the Rotary Club she will obtain information on how to apply for funding. JC asked if she could be sent details of the equipment we are looking to purchase. JH said she would forward this to her. Discussion also took
SS said that SKDC also ran a lottery which was available to apply for funding for good causes. MM also suggested approaching local schools to see if we could fundraise at their fetes etc but SM pointed out that the surgery could not do this and that this would be up to the PPG.
JA suggested having a Christmas raffle and that she would be prepared to bake a Christmas cake and maybe have a "guess the weight" and have a coffee morning in the surgery. Discussion took place regarding this and it was decided that the surgery was not the best venue as a lot of patients do not feel inclined to be buying items etc whilst visiting the surgery. Suggestions were made about approaching a couple of local supermarkets to house this. JH agreed to approach Asda and JC said she would approach Sainsburys. Dates were suggested as either 30.11.19 or 7.12.19.
 4. PPG Awareness
JH said that all the PPG meeting dates have been displayed on the PPG notice board which is located in the waiting room on the ground floor and that there was also a notice encouraging new members to join the group.
 5. Ownership of the PPG
Discussion again took place about the PPG taking ownership of the PPG and the administration of the group. However, as there were only currently very few active members this would be difficult.
 6. Pedestrians walking into car park near barrier
JC had asked for this to be brought up as she felt that patients could easily trip over if they were unsteady on their feet as there was a flower bed adjacent to the walkway. JH explained that this was not an official pedestrian access. However JH suggested she obtain

two quotes to try and widen this access to enable patients with wheelchairs, prams more room.

Action – JH to obtain quotes

7. Ask My GP – new appointment system

The general consensus was that this new online system was working well for both patients and surgery staff. SM explained to the new member, MM, what this entailed – that patients contact the surgery via an app called Ask My GP in which patients can email their queries and GPs get back to them with the appropriate advice. SM said this had resulted in far less appointments as many issues can be dealt with online or over the phone. SM said that this has also resulted in an increase in available appointments which was a positive outcome. SM explained that St John's were piloting the system for one year which expires at the end of December. MM asked how many patients had signed up for this service and was informed that currently this was approximately 4000 out of 14500 patients.

JA thought it was an excellent new service and said that she was recently very impressed as she was even seen on a Sunday at St Peter's Hill Surgery. SM explained that we were now providing an extended access service which was housed at St Peter's Hill Surgery on weekdays between 6.30 – 8.00 pm and Saturday and Sundays from 9.00 – 12.00 noon.

8. GP Training Practice

SM explained that both her and her husband Dr Shafiq Mufti have now completed their training to become GP trainers and were just waiting for a final inspection visit on 3.7.19 to be given the go ahead. The first intake of GP registrars would be in August 2019 initially with one registrar and then possibly two in the new year. SM explained that depending on where the registrars were in their training they would be with the surgery for at least 4 months at a time and up to a full year for the more qualified registrars.

Everyone agreed this was a positive step to encourage more doctors to become GPs.

9. Change of clinical computer system

JH informed everyone that the surgery was changing from its current clinical system (EMIS web) to a new system called SystemOne in July. She explained that there would obviously be some slight disruption during the transition period but that the benefits would be worth the change. The benefits were that SystemOne is the most commonly used system in the country and that it would enable all healthcare professionals to have access to full patient history to provide more consistent care.

The go live date was due to be 16.7.19 and JC asked if patients were being informed of the change but JH said that this was not possible but that there would be posters around the surgery and that it would be on the practice website and also included in the next newsletter which was due to go out at the end of June.

JH explained that online services would still be available but that patients would have to sign up again to the new system for this as there was no facility for transferring online access over.

Any Other Business

1. JC asked SM what the procedure was if a patient had undergone an arduous operation in hospital regarding ongoing care after their discharge. SM explained that this was the responsibility of the hospital who would normally arrange post discharge care package.
2. IA suggested that name badges were worn at the next meeting. **JH said she would arrange this.**

Dates of the Next Meetings:

Wednesday 2 October 2019

Wednesday 8 January 2020

Wednesday 8 April 2020

All start times to be 6.15 pm

Please could you all e-mail Tracey on tracey.cullington@nhs.net indicating whether you can attend or not.