

## PATIENTS PARTICIPATION GROUP

### MINUTES OF MEETING 29 JANUARY 2020

Attendees :- Dr. Leonor Vital (LV), Shaun Liu Practice Manager (SL), Bev Chapman (BC), C M, H H, M M, M S, K H, P R, S M, C M, R W, J O, R S

Apologies : - S W, J L, A H.

BC welcomed new members M M, S and C M, P R and J O.

Review of previous minutes – only item to report is BC had not contacted NHS ladies who work with PPG groups. Intention is to invite them to our next meeting.

Practice Update – SL

18 March “Treat Me Right” conference in Nantwich. Poster will be put up in the practice giving more information.

National Diabetes Prevention Programme (NDPP) – Letters sent out to eligible patients.

Wuhan Novel Coronavirus – no issues in our region as yet.

Patient’s paper records have been digitalised and will be added onto the practice clinical system. Not all will be digitalised as the practice is still receiving paper records from outside the Eastern Cheshire area and these will not have been digitalised onto the practice clinical system. Eventually Patients will be able to see their records on line once they have consented to do so. Practice uses an operating system called Docman which enables NHS consultant’s letters to be sent electronically to the practice. They can also be sent by generic email. If a letter is marked urgent is given to the practice doctor on duty to review and action if required. The practice uses Windows 10 operating system.

On line consultations – triage – is being trialled around other practices and is live at some practices. The online consultation will enable patients to seek – Self-help, go to see the pharmacy, contact 111/999 or advice from a GP. It will take 48 hours to respond. Timeline for roll out in our practice will be looked at. Communication of this is all so very important.

Going Green – the practice is looking at all possible ways to ensure it is as green as possible.

Over 65+ patients - MS email received from Heather Jobling. Concern regarding +65 year old patients being unaware of the pneumonia vaccination – is it offered as a matter of course ?, how is this communicated?. Practice response to this was that on 9<sup>th</sup> Jan, 117 patient were sent text message reminders advising them of their eligibility. The other issue was communication to the +65 patients in terms of health checks for instance. Dr. Vital stated that this was not a matter of course for this age group unless there was an overriding health issue which would be monitored by their Doctor. The 40 to 60 age group are offered a one off health check. With regard to reviewing prescription medication, Dr. Vital stated that this is done as a matter of course when signing repeat prescriptions. If a patient is on 10 medications or more they are regularly reviewed either by phone or as a request to the patient to come in to see the Doctor. Letters to +65

regarding what they are entitled to is considered a good idea SL to look into this and to include having regular eye checks which may flag up issues.

Tablet packaging – RW – questioned why only some manufacturers of tablets actually put the day of the week on the blister pack. No resolution on this but an interesting subject.

Newletter – MS – the issues with who does what in terms of printing is now cleared up. Many thanks to Martin, Stephen and the distribution volunteers in putting this together and getting out it to the households in the village. The newsletter is enclosed with St Philips and St. James newsletter – JO stated that she did not receive PPG newsletter as she does not want any religious leaflets. Discussion had. A small section can be put into the Parish Council newsletter re meeting date and info on the PPG. Copies of the PPG newsletter are available in both waiting rooms and also can be viewed online on the Medical Centre web page. Date for the next newsletter to be decided but it was considered that 2 a year is suffice. 150 copies will be required for Nether Alderley. John Lever has tried to sort out Prestbury and has suggested leaving some at the post office/Co-op. Also copies need to be left at the surgery in Prestbury.

#### **AOB**

Hearing Aid Batteries – CM – asked if these could be made available in the village pharmacies/medical practice. SL to investigate with Wilmslow Health Centre to see how this works there.

Patients emails – CM – asked if the practice held these. There are issues with Patients not wanting to share these and security issues. SL to supply at next meeting how many email addresses and mobile number the Practice has in its clinical system. Mobile numbers and email address can be added/updated by completing a form at reception. Use of expanding mobile messaging is something which is being considered to communicate with patients more.

BC would like to express her thanks to the Surgery for all their prompt help and care when her partner was ill and praised Macclesfield hospital for their care of him.

Next meeting June 17<sup>th</sup> at 4pm