

Cumberland House PPG – Full Meeting

Date:	11/08/22	Start Time:	18:00
Location:	Cumberland House meeting room	End Time:	19:30

Attendees: Gillian Bowers, Tory Warrillow, Jim Livesey, Michael Moreton, Lyn Blackburn, Robyn House, Robert O’Leary and Jo Heath.

(Please note that the items follow the order they were dealt with at the meeting and not the order shown on the agenda)

1. No apologies. Introductions made.
2. No matters arising from the last meeting dated 28.4.2022
3. Gill reported that the Practice was in the process of finding a new salaried Doctor.

4c. PPG email. Discussions took place regarding the secure and effective usage of a PPG email. Jim suggested that patient’s receive clear instructions on how to use the email and Gill agreed for Tory to look into setting one up in September upon her return from leave.

Tory would inform Jim and Jo when this was completed as they were monitoring the existing mailbox. **ACTION TW**

Gill agreed to publish the main Practice e-mail address on the main Practice web-site. This would provide patients and other users with a mechanism for contacting the Surgery directly and reduce the likelihood of confidential information being sent to the PPG In-box.

ACTION GB

Robert O’Leary suggested that Healthwatch be involved with the monitoring of such an email but it was decided not to go down this route at the present time.

Jo offered to ask David Hodgkinson to remove the old PPG email when the new one was available. **ACTION JH**

4e. Terms of Reference. Jim would circulate his draft Terms of Reference which Gill had sanctioned to all members for their perusal. **ACTION JL**

4a. PPG area on website. A link to the PPG area would be included on the Surgery ‘landing’ page. **ACTION TW**

4b. PPG Survey. Following on from an earlier request to allow the PPG members sight of paper surveys, Gill confirmed that this would be possible but only at the Surgery, a suitable time would be set up. Jim to arrange with Gill, access to the remaining paper copies of the survey at the time of the next internal PPG meeting. **ACTION JL**

As a result of the survey results and subsequent priority list created Gill reported the following:

More appointments were now available online although not all being filled as yet and she was considering adding appointments for Nurses in time.

More information on the usage of Patient Access was being advertised on Facebook and Instagram.

Whilst improvements to repeat prescriptions were being made, Gill was still not happy with the process and continued to monitor the situation, she would report progress at the next full PPG meeting. **ACTION GB**

4d. PPG meeting room. Gill confirmed that a meeting room on the ground floor would be made available for PPG members if Tory was given two weeks notice to arrange. Jim to agree a date and schedule for the next internal PPG meeting also booking the meeting room. **ACTION JL**

4f. Non Disclosure Agreement (NDA) Jim to produce an NDA document ready for everyone to sign up at the next meeting. **ACTION JL**

4g. Access to Medical Records. In November 2022 access to medical records would become available via the NHS app.

4h. Clinical Commissioning Groups. Have now become Integrated Care Boards

4i. Primary Care Network. Additional staff working under this scheme across Mansion House, The Crown Surgery, Eccleshall and Cumberland House are in the process of being recruited which include a Pharmacy Technician and an Urgent Care Practitioner. A third Prescribing Pharmacist has been recruited.

A new App called Fibrichk would be rolled out to enable patient's to monitor their own heart via a fingerprint. Robyn suggested that redundant heart monitoring equipment could be purchased at a relatively small cost which would be of great value to the surgery and that perhaps fund raising should be considered to this end. It was considered that she would be perfect for the job!

4j/k. Flu and Covid vaccinations. Gill asked for volunteers to help on vaccination days which would commence on 15th September and PPG names and contact details were given to Tory during the meeting.

The dates and times that the vaccinations would be taking place are as follows -

- Thursday 15/09/22 – 13:30 - 20:00
- Saturday 24/09/22 – 08:30 – 15:00
- Saturday 08/10/22 – 08:30 – 15:00

5. Patients' feedback. None to report.

6. PCN updates. See item 4i

7. **Any other business.** The PPG would look further into how collaborating Healthwatch might be of mutual benefit.

Michael expressed interest into the working procedures of the practice as the PPG had done on previous occasions, but Gill expressed concern over confidentiality issues, she did agree however to consider some form of presentation in the future.

Everyone was asked to think of subject content for the next Newsletter. **ACTION ALL**

Dates for full PPG meetings for the coming twelve months would be as follows: Thursday's 10.11.22, 9.02.23, 11.05.23 and 10.08.23.