**Strettondale Patient Participation Group**

**Meeting 62, Tuesday 24 July 2018, 10-12, Ley Gardens**

Present: Hilary Claytonsmith, Anne Gee, Pat Gibson, Sue Hockaday, Sue Marsh, Bill Ross, Meredith Vivian

Apologies: Gloria Carter, Chris Naylor, Sue Pinsent, Hannah Thomas (outside speaker)

1. **Minutes and matters arising:**

* It was determined that Lee Chapman should be invited to a November meeting to speak in response to the questions put to him recently at the SPG meeting and by BR in a follow-up email. He will be invited to clarify the aims and objectives of Shropshire’s Health and Wellbeing Board, the success criteria for initiatives and progress made to date. **(Action BR)**
* On reflection, Focus may not be the most appropriate place to publicise the work of the Green Oak Foundation: the manager will be asked for her views on how best to inform interested patients of the counselling service. **(Action SM)**
* A successful visit to the Church Stretton School Council by SM and BR is to be followed up by a student designed on-line survey for the school’s students and by an SPPG presentation at an assembly. The school is to be asked how it will publicise to parents its involvement with the SPPG. The SPPG needs also to consider how to publicise this work involving younger patients with the Practice. **(Action BR)**
* MV reported that there has been a good uptake in completing Future Fit surveys. The consultation is very thorough and has another 6 weeks to run.

1. **Update from the Medical Practice:**

* Dr Chamberlain has resigned from the board of Our Health Partnership, feeling that her time is better spent locally. OHP seems to be more centred on the larger urban areas than on rural practices.
* The new telephony system is now operating. AG suggested that a message be added to the initial response to ensure that patients ring the correct number (722127), and that the number given in the Focus is amended. **(Action SM)**
* The practice is using a new text messaging service (MJog) which will be used as much as possible to invite patients to regular review clinics and inform them of flu clinics, etc. SM to resend invitations to the committee to join/download the app. **(Action SM)**
* The receptionists are visiting other practices to gain new ideas.
* Current practice population is 7382.
* Patients registered to use Patient Access = 3196 (43%)
* Patients using it to book appointments = 1261 (17%)
* Patients using it to order prescriptions = 1251 (17%)
* Patients using it to view their medical records = 1232 (17%)

1. **Feedback from the July SPG meeting:**

* HC and BR had been impressed by the information given about the NHS 111 service which is now live, having replaced the old Shropdoc number. Shropcom (the Community Health Trust) has the contract for out of hours primary care which it has sub-contracted to Shropdoc. Representatives from both organisations had clearly thought the issues through and were able to answer the questions put to them. From October 2018, Shropshire patients’ health records will be available to Shropdoc. The university centre has analysed the 125,000 calls made to Shropdoc which indicates the approximate 42% proportion of calls resulting in face to face interactions with health professionals, either at local venues (30%) or as home visits (12%).
* The CCG has a new website. MV asked all to investigate as he would like feedback on this. **(Action all)**

1. **Open Evening, Tuesday 9 October 2018:**

* The SHI needs to be available from 6-9pm **(Action GC)**
* Attendees will be invited to arrive from 6.30pm onwards in order to look at displays from a range of support organisations who will be invited to take the opportunity to publicise their services: to include groups representing patients with Arthritis, Parkinson’s, Diabetes, Macular Degeneration, Cancer. **(Actions - SH to draft invitation; SM to contact organisations)**
* The publicity poster needs to be submitted to Focus by the first Monday in August for inclusion in the September and October editions. **(Action BR)**
* The meeting will start at 7pm:
* Dr Bennett on two way communication between Patients and Practice (including the new telephone system, e-consultations, the new APP) **(Action SM – availability now confirmed)**
* MV on the initiative Shropshire Care Closer to Home, an integral part of the Future Fit programme. This has three strands all of which are intended to transform local services and ensure that as many patients as possible are given support and care in the community by health and social care professionals and the voluntary sector, thus avoiding unnecessary hospital admissions. **(Action MV)**
* Nicola McPherson – an update from Mayfair **(Action BR)**
* Emma Kay or Sue Marsh on news from the MP.
* Questions and Answers
* AGM

1. **AOB:**

* HC and AG were in attendance on 20/07/18 when Princess Alexandra opened the Health and Wellbeing Centre and supported the celebrations of 21 years of voluntary work based at Mayfair. It had been a well-attended and very pleasant occasion.
* Hannah Thomas is to be invited to speak at the Septembermeeting. **(Action SM)**
* It was agreed that the Arthritis Support Group would reach a larger audience by taking up the invitation to Open Evening instead of a representative coming to talk to the SPPG committee. **(Action BR**, **GC)**
* Meeting dates to be confirmed: Wednesday 5 September**,** Wednesday 3 October, either Tuesday 6 or Tuesday 20 November depending on Lee Chapman’s availability (please note change to dates discussed at the meeting – BR now available 6/11, SH unavailable 13/11 – please indicate if problematic)**. (Action BR)**