**Strettondale Patient Participation Group Minutes 75 6.11.19**

**75/1 Present** –Bill Ross, Sue Marsh, Pat Gibson, Sue Pinsent, Hilary Clayton Smith, Anne Gee, Chris Naylor

**75/2 Apologies** Heather Hathaway

**75/3 Matters arising**

* **3.1 Youth survey** – Bill invited suggestions as to how to consult young people and get their input. Hilary suggested that she could speak to Youth contacts locally, but asked for guidance about what to discuss. Chris suggested trying for focus group discussion session with Youth Council at the School – with scripted open questions about issues which they’re concerned about and where they get advice.

**Action – all to suggest possible questions to Bill for him to try to set up**

* **3.2 Shropshire Patient Group follow-up** – Anne flagged up different views emerging about CCG future: is unification into one CCG for Shropshire really confirmed? There is concern about the uncertainty for medical staff/services. Clarity would be welcomed.
* 3.3 **Referral not done** – Following issue raised about the case of a referral not being done, test not being progressed. Sue Marsh confirmed that CSMP had improved failsafe mechanisms to generate a reminder if no action has been taken.

**75/4 Medical Practice Update**

* **4/1 Building works update** – There was now a request from planners for architectural drawings to show change in the windows, so now there is a possible delay.
* **4/2 eConsult** is now working well within the practice, this has been a soft rollout to enable the practice to gauge interest.
* **4/3 Video consultation (LIVI)** – E-consult and video consultation were discussed, Bill asked for an update at a forthcoming meeting
* **4.4 Primary Care Network** – The first significant development from the new PCN is a new Clinical Pharmacist role - now appointed, to start probably early December, working across the diff PCN Medical Practices (1/2 day/wk at Church Stretton). Working initially with GPs to streamline processes and deal with their enquiries.

**Social Prescriber**

* Will be recruited and employed by the Council as part of their public health remit, but will be funded from the PCN budget to work all across the patch.  No news on when yet.
* **4.5 Extended Hours** – CSMP will be joining the PCN’s Extended Access rota from 1 April. Booking is only available through the practice. Online booking does not work across several practice sites.

Hilary reminded the group of the Ludlow Minor Injuries unit (8am-8pm 7 days) and suggested CSMP consider a sign on their front door for when they are closed. SPPG however raised concern about Minor Injuries Unit’s ability to get prescriptions locally – this needed to be made easier.

**Minor Injuries Unit** – what happens if you need a prescription if attending the Unit at Ludlow Hospital?

I looked at the website (link below) and Minor Injuries is staffed by nurses, presumably nurse prescribers, so they can only prescribe a limited formulary and there is no onsite pharmacy.

Jan at Rowlands and Rob at Hillside, our pharmacists, have responded to this query with “Shrewsbury is the only option for Sunday opening pharmacies. Boots at Meole Brace open 10.30am to 4.30pm, Tesco at Battlefield open 10am to 4pm, Lloyds in Sainsbury’s 10am to 4pm, Asda at Old Potts Way open 10am to 4pm. In terms of evening provision, Sainsbury’s also remains the best option, they are open from 7am to 11pm during the week and from 7am to 10pm on Saturday. None of the 3 pharmacies in Ludlow are open on Sundays, neither does Lunts in Craven Arms. The Minor Injuries Unit should signpost patients to the nearest pharmacy.”

<https://www.shropscommunityhealth.nhs.uk/miu>

**Extended Hours**

Digby tells me it is not possible to book these online because the service is spread across different practices and patients are currently only able to have only offer online access to one practice.  We shall join the rota from 1 April next year.

**LIVI update**

Scheduled to start in the new financial year (from 1 April 2020) but, as eConsult is at least two years behind schedule, that may slide.

(LIVI is a system that will allow a patient to have an online consultation with a GP over the internet)

* **4/6 New staff** settling in well. Anne was very positive about reception staff welcome and signposting.

**75/5 Patients’Feedback**

 The very positive comment re flu vaccination session had been circulated. At the most recent session, there was a new record, 898 in a day! This success could be featured on the SPPG’s CSMP display.

An extra session had been set up for 23.11 in the morning. Children’s vaccine for 10-17yr will be available at that clinic.

**75/6 Centralised prescription processing(Rowlands)** – Bill had tried to investigate further but had had no further clarification. (Subsequently a constructive comment had been received from Jan at Rowlands, to be discussed at the next meeting) Sue Marsh invited SPPG feedback on POD (Prescription On Demand): it was generally positive. However for patient demographic reasons CSMP plans to continue paper prescription requests too.

**75/7 Open meeting**

 About 60 in attendance. Dr Tim Kieniewicz had come across well. For 2020:

* Hilary suggested inviting other support groups
* Possibly introduction to the new Social Prescribing appointment
* Guidance to speakers about slides (colours, font size)

Bill asked for thanks to be expressed to Digby, Tim and Emma for speaking at the Open Meeting. A discussion followed about the demanding role and challenge for GPs of dealing with a very wide range of requests, how aware our SPPG was of that and whether we could recognise it somehow.

**75/8 OHP,** Our Health Partnership, the federation to which our practice belongs**, and PCN** - Bill asked Sue Marsh for clarification of different roles of OHP and PCN. OHP is helping with organisational needs eg broadband, HR issues, premises records, medical alerts. However PCN is now more important in terms of ‘on the ground’ clinical focus.

Shropshire PG had asked Bill for feedback on our perceptions of PCN locally, Bill to respond. Group generally positive about PCN (Primary Care Network)

* giving more opportunities for exchanging expertise locally
* strengthening local focus
* supporting Extended Hours rollout.

**75/9 Friends of CSMP** – Bill and Anne thought it could help to clarify the role and raise the profile – eg couple of meetings a year. More donations would be forthcoming. League of Friends is a separate charity, with 5 trustees, existing to provide funding for items benefitting patients.

**Action Emma to call a meeting of Friends**

**75/10 Community Messaging**- SPPG keen for Community Messaging service to continue despite the sad death of Eileen Roberts *(not Robinson – correct AGM minutes)(Heather will correct)*Hilary mentioned possible handover to *Sue and Robert Hill via Nicola Daniels.* Chris flagged the possible GDPR issue as to whether someone may object to transfer of subscriber email details.

 **Action Hilary to follow up**

**75/11 Future Speakers Update**

* Anne recommended CEO of Hospice, Heather Palin as possible SPPG meeting speaker. SPPG could then visit the Hospice perhaps. Heather might also be a good AGM speaker.
* Hilary to approach Lee Chapman about early 2020 date (probably January or March).
* Open invitation to Meredith to attend and/or suggest topic for special (non-Wednesday) meeting. If appropriate he could perhaps email any report round the SPPG.

**75/12 Proposed 2020 Dates**

**(Sue P to arrange/confirm – also possibility to move to CSMP venue in due course)**

22nd Jan

4th March

29th April

10th June

22nd July

2nd Sept

7th Oct

w/c 12/10 Open Meet - tbcf? (Hilary away)

11th Nov

Xmas bash - tbcf Anne to check in due course

**75/13 SPPG Xmas 2019 lunch**

11.12 1130 meet – 1230 lunch

Choices to Anne by 1st Dec please

**75/14 AOB**

Bill feedback from cancer support group meeting:

* Query re some messages from MJOG getting duplicated
* Also some going out late at night

**Action Sue Marsh to investigate**

* Privacy of reception area (Sue Marsh commented that this is hard to change but patient can ask for private room - or phone call may be better)
* Issue of how patients get eg cancer advice leaflets discussed (sensitive issue, Sue Marsh to check that GPs have leaflets available)

SPPG noticeboard – Bill is keen that we review and rationalise:

* Sue Pinsent to organise a new header
* Pat flagged the need to have changing content, and offers to include something positive on the noticeboard following flu vaccination feedback.
* Heather to get more involved – perhaps this is the answer?!

Bill asked if it is possible to know CSMP medication cost, month by month? Knowing this figure might help encourage patients to self-medicate.

(Sue Marsh has responded to us in her e:mail but I have not inserted the answer here as it is sensitive material)