**Strettondale Patient Participation Group**

52nd committee meeting

Wednesday 5 April 2017, Ley Gardens, 10-12

**Present:** Esther Bolton, Gloria Carter, Hilary Claytonsmith, Anne Gee, Pat Gibson, Sue Hockaday, Sue Marsh, Sue Pinsent, Bill Ross.

**Apologies**: Liz Cinnamon

1. **Pharmacies update.**

The committee voiced concern about responses received from local pharmacies indicating the impact of cuts already made with more due. They remain committed to providing the best possible local services but are having to look at efficiency savings. This seems counterproductive in the light of NHS expectations that pharmacies can provide services which result in fewer patients visiting GP practices.

Prompted by the photo of drugs to be destroyed locally, concern was voiced about the value of drugs which are wasted nationally. Information to alert patients to this issue and to give advice on what to do and not to do with surplus medicines will be published in the Focus, on Facebook and in reception. AG agreed to ask the local pharmacists to provide the information, SM will check with JH about use of the photo, SH will write the Focus piece, EB the Facebook information, and BR will send a letter to the local MP and the Minister for Health. **(Actions AG, EB, SH, SM, BR).**

1. **Facebook.**

EB has designed the SPPG Facebook page. She explained how we need to build up a following. She is happy to post appropriate headlines and basic information from committee meetings and to act as the moderator of content. Committee members willing to join Facebook should email EB to indicate their joining name. She is looking at setting up a closed group in the first instance. SH is to send the SPPG logo to EB. **(Actions EB, SH and all)**

1. **Minutes and matters arising:**
   1. A meeting with Dr Bennett and Dr Chamberlain is to be convened for June once the targets from the Quality Outcomes Framework have been determined. Dr Chamberlain is the MP’s representative on Our Health Partnership, the network of GP practices which the Church Stretton Practice has joined.**(Action SM)**
   2. The Our Health Partnership offers the Practice the opportunity to be part of an organisation not limited to Shropshire. This should provide a bigger pool for future recruitment of GPs and better buying power for new resources.
   3. EK is to convene a League of Friends meeting now that new signatories have been accepted by the bank. Attendees at the recent meeting at Mayfair attended by AG and SH were interested to hear about the LoF and the potential for funding resources for the Practice.
   4. HC’s list of possible guest speakers was considered. Sean Mackey, the new interim Head of Medicines Management and Kevin Mansell who could speak about recent changes in Mental Health provision are to be contacted about their availability in June and July. **(Action SM).** Meeting dates were agreed:

Wed 3 May 2017

Wed 14 June 2017

Wed 19 July 2017

Tues 5 September 2017

**(All now booked at Ley Gardens 10-12)**

Wed 4 October 2017 Open Evening at SHI, 7-9pm **(booked)**

2. It was agreed to wait and see if the new IT system in use at the RSH improves communication between departments.

4. SM has offered to demonstrate the pop-up alerts system on a dummy patient. HC, BR and SH will attend at 3.30pm on Wednesday 19/04/17. Other members of the committee are welcome to drop in on a Tues, Wed or Thurs afternoon for the demonstration. **(Action SM)**

6. **AOB**

* SH sent the SPG newsletter to EB and HC who may be interested in attending future SPG meetings which BR will not be attending. HC has agreed to attend. **(Action EB/HC)**
* Local radiotherapy provision is developing. There has been a successful fund raising campaign.

1. **Local issues.**

* The reported proposal to close the A&E department at PRH at 8pm has yet to be discussed. The proposal was made in response to safety concerns brought about by staffing issues.
* New referrals to neurology in Shropshire are now outsourced to New Cross Hospital in Wolverhampton due to the difficulties in attracting staff to work in Shropshire. This follows the outsourcing of some ophthalmology services. Shropshire and Telford and Wrekin CCGs are commissioning hospitals outside the area to provide services, causing difficulties for patients particularly in terms of travel.

1. **Comments.** Committee members reported verbal comments from patients about reminder letters for blood tests and follow up appointments which had been received despite the appointments having been made. SM undertook to bring this up at the staff meeting as checks should be done prior to letters going out. She also undertook to reconsider the wording of the letters. **(Action SM)**
2. **Medical Practice update.**

* Committee members reported very favourable comments received about the work of Dr Richard Woolam, GP Registrar, and Dr Camilla Hughes, GP Retainer. A new GP Registrar will start work at the MP in August.
* The arrangement of chairs in reception continues to cause some problems. Could some chairs be removed to allow for the new bigger ones? It was also suggested that the buzzer system to alert patients might be extended to the Health and Well-Being centre. **(Action SM)**
* Dr Chamberlain comes to reception to receive her patients. This was seen as good public relations which might be expanded to include all doctors. However, GPs often use the time between patients to read their note in readiness for the consultation.
* Patients will be asked in the future to provide their email address if they are willing to receive notifications electronically. This could save considerably on postage.
* A doctor is to record the welcome telephone message as research shows that it has a positive effect if the message is from a GP.

1. **Do You Know.** PG undertook to prepare a Do You Know poster alerting patients to the new Facebook page, the Open Evening and flu vaccine dates. **(Action PG, SM)**
2. SM undertook to collate comments and responses for a Focus article. **(Action SM)**
3. **Noticeboard.** Some colour is needed. AG agreed to take off the photo. PG will ask MG to attend the next meeting to take a new photo and provide the Do You Know poster to put up. Once permission is obtained from JH, the photo of wasted drugs can go up. SP is happy to laminate and put up the posters. **(Actions AG, PG, SP)**
4. **AOB.**

* Publicity will become a fixed item on the agenda. **(Action SH)**
* The invitation to the sustainable Church Stretton meeting was noted but it was felt unnecessary to attend.
* SH reported on the meeting she and AG had attended at Mayfair where they had spoken to volunteers about the work of the SPPG. There was a positive response to: the improvements in reception and the attitude of receptionists; text messages from the MP; the prospect of using LoF funds for resources.
* There were concerns about: reminder letters as discussed in Comments above; waiting times for test results; letters inviting people for shingles injections which did not indicate contra-indications; the computerised voice in reception; the need to educate patients about not necessarily asking to see a doctor but to ask for a call back, and to understand what the nurses and pharmacies can provide.
* As SM is on holiday, EK will attend the next meeting on Wed 3 May 2017.