

APPLETON VILLAGE SURGERY

PATIENT PARTICIPATION GROUP

NOTES OF THE MEETING ON 27th JULY 2017

Present

Diane McCormick (Chair)
Gill Shepherd
Maureen Kerry-Lewis
Dawn Nichols

Christine Grice
John Parle
Anita Corrigan
Linda O'Neill (Secretary)

Apologies

Victoria Morton
Kristine Pluger

Des Chow
Ken Ainsworth

1. **Welcome, Introductions and Apologies**

Diane welcomed the group. Introductions were made including two new members, Christine Grice and John Parle. Apologies were noted.

2. **Actions from last meeting**

8.2 On-line Access

Anita confirmed that the applications had been signed off and passwords will be issued shortly.

3. **Ratification of minutes of last meeting**

The minutes of the last meeting were approved.

4. **Community Wellbeing Practice Update**

Copies of the latest programme of activities were distributed. The question was raised about the Sleep and Relaxation group being a closed course for Peel House patients and whether there is a course open to Appleton patients.

Action: Linda will check with KP.

***Post meeting response from KP:** With regards to the Sleep and Relaxation course at Peel House, yes at present it is open to those patients at Peel house medical plaza only. This surgery has requested the course to be at their premises, but we will be looking to hopefully if possible open up spaces to other patients in the community over the next couple of weeks. If you can give me the patients names and contact numbers and I will add them to the waiting list asap. There is also a Sleep and Relaxation course booked at Runcorn, just in-case any of the patients do wish to travel.*

5. **STP/5 Year Plan**

There has been no update on the local STP however Diane informed the group that Warrington CCG have had two professors assigned to them with a view to assisting in making savings.

6. **Premises update**

The drop-in event took place on 15 July. Approximately 170 patients attended. The response to the move was 50/50 with most of the concerns being about transport issues. The on-line survey is still running and as of today there have been 621 responses. Of these 72.49% support the move, 7% are neutral and 20.51% are not supportive.

Commissioning Support Unit (CSU), who are assisting with the patient consultation will issue a report at the end of the consultation period. The report will be published on the Appleton Village Surgery web site and will be displayed in the surgery.

7. **Feedback from AVS engagement event**

See item 6. Premises Update.

The majority of patients were happy there is going to be new premises although the main worry is about the location and transport. It is thought that if people do not want to travel to the new location there will be spaces at other more local practices made available by patients currently with those practices who might find Appleton's new premises more convenient from them. There will be no enforced movement of patients. The CCG has an obligation to ensure that everyone has the opportunity to register with a GP.

Transport is the key issue. Halton Community Transport provide a bookable door to door service and also provides Lady's Safety Transport. Transport issues will be discussed when the consultation is ended.

On the whole the event was received well and people were able to voice their concerns.

8. **Patient Comments/Compliments**

A very positive comment complimenting the surgery was read out. Anita has replied to the patient.

Gill reported there were 5 comments from the Patient Comment Box all of which focussed on the need for new surgery premises but concerns about the location and transport.

A review was put on Google My Business by a patient who awarded AVS 5 stars but did not leave any comment.

9. **GP Patient Survey**

The GP Patient Survey results were e-mailed to the members prior to the meeting and hard copies provided to the new members. 99% of AVP patients who responded were happy with the service they received. The report identified the 3 lowest scores for each practice as the areas which need improvement, however in all areas AVP achieved well above the nation average score.

10. **Feedback from Halton People's Health Forum**

There were mirrored events held in Widnes and Runcorn. The morning session focussed on a change in provision of stroke services across the borough. A decision has been made that all patients suffering a stroke will be taken initially to a Centre of Excellence which in this area is Whiston Hospital. Following initial assessment/treatment patients will be discharged home or referred to a more local hospital. There is a survey on the CCG website for those people who did not attend the event.

The afternoon sessions covered Diabetic Care in the Community and Medicines Management talking about the change in ordering repeat prescriptions which is going live firstly in Runcorn followed by Widnes later in the year.

The group discussed the changes and concerns raised about ordering repeat prescription. Diane has agreed with Becky Birchall, CCG lead pharmacist that she will make a return visit to a future PPG meeting to update on how the changes are going in Runcorn.

AVS will be implementing electronic prescribing in September in preparation for the introduction of the new ordering process.

The next HPHF will be in October looking at End of Life Care, Loneliness and Flu Immunisation Campaign.

11. **PPG Awareness Week**

Diane, Gill, Maureen and Dawn visited the waiting room during PPG awareness week to promote the PPG. There was a lot of interest in on-line information. Patient leaflets were handed out. Three patients expressed an interest in joining the PPG.

12. **Around the Table**

12.1 **On line ordering of prescriptions**

Patients have been told at the prescription desk to fill in a form if they want to order acute items although there is a free-text box at the end of

the on-line request form. Anita confirmed that this is incorrect and patients can request acute items on line although there is no guarantee that they will be issued, it will be at the clinical discretion of the doctor whether the request is appropriate. Anita will discuss with prescription clerks.

Action: AC to discuss with prescription clerks.

12.2 Aligning Medicines

This will be done in the run up to the new system being introduced.

12.3 Missing Prescriptions

There are occasions when the chemist is telling patients that their prescription has not been sent to them by the surgery. When prescriptions go electronically to the pharmacy there will be less likelihood of them going missing and there will be an audit trail.

12.4 Commissioned Services

Diane made the group aware that Diabetic Retinal Screening and Children's Speech and Language Therapy service have been commissioned to private organisations. She questioned this and discovered it was a joint decision by Halton Borough Council and Halton CCG.

13. Date of Next Meeting

The next meeting will be held on Thursday 31st August 2017 at 6.30-8.00pm, in the surgery waiting room.