**DOCTORS LANE SURGERY – PATIENT PARTICIPATION GROUP**

**Minutes of the Meeting held on 11th May 2016**

**In Attendance:**

Dr Mike Keavney (GP Partner)

Kath Hume (Practice Manager)

John Worrall

Rosemary Davies

Judith Simpson

**Apologies:**

Dr Mark Hodgson (GP Partner)

Dr Halina Clare (GP Partner)

Brian Thomas

Jenny Mooney

1. **Apologies for Absence**

As above.

1. **Minutes of the previous meeting**

The minutes of the meeting held on the 6th January 2016 were agreed and are available to view in the surgery and on the practice website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk)

1. **Staff Changes Doctors Lane surgery**

There have been a couple of retirements in April: Gail Tingle retired from Dispensary and has been replaced by Amanda Cummings, Margery Finlayson retired from her reception role and has been replaced by Michelle Brunskill.

1. **Patient Participation Group membership**

The Practice Manager had received a resignation from one of the members of the group. The group agreed that they would look to recruit a few more members to ensure that meetings were viable in terms of numbers. The group once again discussed the possibility of recruiting a younger person, to ensure that the group is representative of the practice population. The PPG group is an important voice in the surgery and their opinions are much valued.

**Action: All members to continue to identify additional members to join the group including under 18’s.**

1. **Friends and Family Test**

The friends and family test which is collated via the iPad in reception had received the following responses following its relocation from the reception front desk.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Month | Extremely Likely | Likely | Don’t Know | Unlikely | Neither Likely or unlikely | Extremely unlikely |
| Jan | 30 | 6 | 2 | 1 | 1 | 1 |
| Feb | 12 | 1 |  |  |  |  |
| Mar | 5 | 2 |  |  |  |  |
| April | 7 |  |  |  |  |  |

The group also suggested that paper Friends and Family surveys should also be used.

**Action: Kath to reinstate the paper copies of the Friends and Family test.**

1. **Nursing Workforce Project Update**

Doctors Lane Surgery in partnership with Scorton and Quakers Lane are employing a healthcare assistant in order to free up nurses time, this is funded through the monies received from the CCG for the Nursing Workforce Project. The project

has so far succeeded in:

* Identifying unmet need and using resources to address it
* Re-establish contact with a population previously isolated
* Improved patient satisfaction and quality of life
* Improved recognition and diagnosis of frailty
* Increase in referrals for the Hot Clinic and Elderly Psychiatry

The whole team are involved in the project and going forward there will be:

* an economic valuation of the data.
* Data to inform interventions required
* Streamlining of the current pathway with a referral to one point
* Review of existing services including the involvement of the voluntary sector
* Further improve communications with the social care framework
* Training to support self-care

1. **Clinical Commissioning Group update (CCG)**

The CCG have a budget deficit of £7.7m this year;

* GP’s are encouraged to try and reduce referrals by managing patients in-house.
* GP’s are to look to make prescribing savings – Doctors Lane Surgery have the lowest prescribing costs for our CCG
* Gluten Free prescribing will cease now that goods are readily available in supermarkets – expected saving of £100k per year
* The CCG are looking at interim beds for step up/step down

John Worral reported that he had attended a meeting at Scorton organised by the CCG to look at GP access and had been the only attendee from the general public. John had also attended the Patient congress meeting at Richmond Cricket Club where members of the public were able to engage with the CCG to discuss the challenges faced

1. **Ask my GP**

The surgery is piloting a new scheme for patients to contact their GP using a smartphone, tablet or computer – anytime, anywhere. A link to the “Ask my GP” application can be found on our website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk)

There has been a slow response so far to the scheme with approximately 12 queries so far.

It was agreed to try and raise the profile of this with publicity material from the Heartbeat Alliance.

1. **PPG Webpage**

Members felt that the PPG webpage was good, this could be accessed by visiting the surgery website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk)

1. **Any Other Business**

Future Plans – The group discussed the possibility of an exercise to look at the feasibility of prescription deliveries, Dr Keavney commented that there are a number of housebound patients without relatives and that it could be a useful service to provide. Kath Hume to link with other surgeries to discuss their services.

**The next PPG meeting will be held on Wednesday 10th August 2016 at 6:30.**