

PATIENT PARTICIPATION GROUP MINUTES
<u>WEDNESDAY, 26 February 2014 @ 11:00</u>
<u>Venue: Orchard Street Health Centre</u>

Attendees: Collette Fisher, Practice Manager; Jo Whight, Practice Nurse; Hazel Sanders, Admin
Plus patient participation Group members

No.	Item	Added by	Details	Action
1	Matter arising from meeting of the 4/12/13		<p>Repeat prescriptions by telephone: The group are supportive with our move to cease taking orders for repeat prescriptions by telephone - We started our patient awareness campaign in December and have a message on the telephone system; notes on all prescriptions; update on website; posters in waiting areas and word of mouth.</p> <p>Hearing Loop - It is not possible to install a hearing loop without an electronic patient call system; which as we discussed the doctors are not in favour of - however we have invested in a portable hearing loop which is set up at the front desk and can be transferred to any location necessary within the practice.</p>	<p>Group suggested that a text message to all mobile phone users may close a loop - CF to address this.</p> <p>Although the member that brought this issue up could not be present he has been into the surgery to try the loop and is delighted with the effect this has on his ability to take part in conversation with the practice staff</p>
2	Admission Prevention Pathways	JW	<p>Admission to hospital is not always the best course of action for many patients and in recognition of this the clinical commissioning group have introduced the following pathways to help GPs to help their patients:</p> <p>Emergency Assessment Unit (EAU) - Doctors can ask for Consultant advice, access emergency outpatient appointments; or discuss community care beds</p> <p>Admission Prevention Service - if a person is medically stable but needs: Nursing or social care IV fluids/infusions Anti-coagulation management - warfarin etc Catheterisation</p> <p>Chronic Obstructive Pulmonary Disease (COPD) - if a person requires: Same day assessment for acute problem Home Oxygen assessment Advice regarding COPD</p>	

			<p>Roving Admission Avoidance Car (RAAC) - Operated by the ambulance service providing a limited primary care service via telephone or home visit - rapid clinical assessment, preventative interventions & onward referral management.</p> <p>Dementia Intensive Support Team (DIST) - if a person has a diagnosis or suspected diagnosis of dementia and: Has a failing package of care due to presence of either behavioural & Psychological symptoms of dementia and therefore needs assessment and support. These pathways have been in place, in part for 18-months and are having an impact. It is a known fact that patients recover faster in their own environment and it is especially important that the elderly do not become 'hospitalised' and lose their confidence.</p>	The group felt that the money on the services to prevent hospital admissions is well spent.
3	Marginalised Vulnerable Adults	CF	<p>This service aims to provide specialist support to six different identified communities in Suffolk (centre in St Helen's Street). Communities are: Homeless - average age of death is 47/ drug & alcohol abuse responsible for one third of deaths/ 9 times more likely to commit suicide Refugee & Asylum Seekers - Little knowledge of UK welfare systems/forced to take risks in transit - poverty/discrimination - between 5 > 30% experienced torture and violence Gypsies & Travellers Other minority ethnic people Migrant Workers - often working in sectors where there are existing H&S issues - limited knowledge of UK H&S system - motivated by money so push safety issues aside - language barriers Ex-offenders - high rates of substance misuse; mental health issues, learning issues. 30 times more likely to die from suicide - often poor physical/psychological & social health. Reaching out to those with complex needs and offering treatment, information and advice on health issues to this group who quite often find it very difficult to engage with and access services. Issues that Marginalised Vulnerable adult team deal with range from: Domestic Violence/Mental Health/ Substance abuse/ Social Isolation/ Financial Difficulties/ Poor nutrition/ Physical assault, intimidation etc.</p>	The group were totally unaware that such support and services are available

			The team comprise of - GPs, general nurses, Community Psychiatric nurses, social workers, trainers, support workers. Facilitating access to GPs and other health and support services.	to this sector of the population a real eye opener. Interesting to hear about
4	The David Cameron Challenge		The Prime Minister set the challenge of increasing patient access to general practice across the country, consistent with the convenience and responsiveness that we experience in many other service industries. We, as part of a group of practices in Ipswich, are discussing a possible pilot scheme to run for a six-month period demonstrating that patients will receive some form of improved access outside of core opening hours; i.e. a doctor available for a group of town centre practices over the weekend; availability of an emergency repeat prescription service; telephone triage; advice and guidance. We have submitted a bid together with four other practices; I will keep you informed of progress.	The group are very supportive and realise that this will only be trialled for a six-month period.
5	Care Quality Commission (CQC)		The CQC, who are responsible for regulating NHS healthcare in England, are working in the Suffolk area and we are expecting to be inspected at any time. When we are advised of an inspection it will be immensely helpful if one or two of our PPG could come along and chat to the inspection team about your experiences with the practice.	Group members are happy to attend when CQC come to inspect.

Action plan for 2014

Area:	Action	By whom/By when
Redecorate waiting room	Redecoration of waiting room and replacement of flooring.	Landlord to redecorate and replace flooring. Practice to replace display boards and pockets – Summer 2014
Telephone ordering of repeat prescriptions	Advertising campaign in progress from December 2013 to 31 March 2014 - website/new patient registration/information on all repeat prescriptions/menu tree information message on telephone/leafleting and posters around surgery.	All practice staff – vigorous campaign to ensure patient awareness - December 2013 > 31 March 2014.
Named doctor availability	Ensure patient awareness of doctors working pattern	Notice in waiting room and information on website - Practice Manager - immediate effect

NEXT MEETING: Thursday, 8 May 2014 @ 11:00 – main agenda item will be this year's patient questionnaire